FaxFinder®

V.34 Fax Servers

Models: FF130
FF230
FF430
FF830

Administrator User Guide

MultiTech® Systems

FaxFinder® Administrator User Guide
S000458D, Version D
Models: FF130, FF230, FF430, and FF830

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Revisions

Level	*Date*	*Description*
A	06/23/09	Initial release: Software version 2.0, Client version 2.01.
B	07/09/09	Change Time Stamp / Certificate info; CSV file format info added.
B.1	08/26/09	Support release 2.05.
C	06/24/10	Full Release 2.1. Updated API section, add new functions.
D	04/28/11	Support release 2.1.9

Patents
This device covered by the following patents: 6,031,867; 6,012,113; 6,009,082; 5,905,794; 5,864,560; 5,815,567; 5,815,503; 5,812,534; 5,809,068; 5,790,532; 5,764,628; 5,764,627; 5,754,589; D394,250; 5,724,356; 5,673,268; 5,673,257; 5,644,594; 5,628,030; 5,619,508; 5,617,423; 5,600,649; 5,592,586; 5,577,041; 5,574,725; D374,222; 5,559,793; 5,546,448; 5,546,395; 5,535,204; 5,500,859; 5,471,470; 5,463,616; 5,453,986; 5,452,289; 5,450,425; D361,764; D355,658; D355,653; D353,598; D353,144; 5,355,365; 5,309,562; 5,301,274, 6,219,708. Other patents pending.

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To create an account and submit a Support Case on the Portal, visit support.multitech.com.

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Warranty
Warranty information can be found at: http://www.multitech.com/warranty.go

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Chapter 1 – Product Description & Specifications

Product Description

This manual describes four Multi-Tech V.34 fax servers: the FF130 1-port FaxFinder unit, the FF230 2-port FaxFinder unit, the FF430 4-port FaxFinder unit, and the FF830 8-port FaxFinder unit. All four of these units are complete, economical, easy-to-use network fax servers. With any of these units, you can send and receive faxes as emails and send faxes from any Windows application that can print.
When connected to a station port on a PBX, the FaxFinder functions as a network fax server with two-way fax service. Multiple PBX extension numbers are dedicated to incoming fax traffic which is routed to the FaxFinder. The FaxFinder converts the incoming faxes into graphic files that can be sent as email attachments, to a network share, to a printer or even to trash. Because faxes can be delivered in the form of email, the fax recipient could be at any reachable email address. So, for example, a sales person could receive faxes while traveling by using a regular company fax number and picking up the email messages remotely. Each fax-dedicated PBX extension number can be associated with a particular email address.

We Supply

FF130/230	FF430/830
• A FaxFinder (FF130 or FF230) with factory-installed software • One universal power supply with power cord • Common telephone cables (one for each port; RJ-11 at both ends) • A product CD that contains: a software package for client PCs and additional documentation • A set of four self-adhesive plastic feet	• A FaxFinder (FF430 or FF830) with factory-installed software • One power cord • Common telephone cables (one for each port; RJ-11 at both ends) • A product CD that contains: a software package for client PCs and additional documentation • Rack-mounting fasteners

Safety Warnings

Telecom

1. Never install telephone wiring during a lightning storm.
2. This product must be disconnected from power source and telephone network interface when servicing.
3. This product is to be used with UL and cUL listed computers.
4. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
5. Use caution when installing or modifying telephone lines.
6. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electrical shock from lightning.
7. Do not use a telephone in the vicinity of a gas leak – not even to report a gas leak.
8. To reduce the risk of fire, use only 26 AWG or larger telecommunication line cord.
9. Never install a telephone jack in wet locations unless the jack is specifically designed for wet locations.

Internal Lithium Battery

- A lithium battery located within product provides backup power for the timekeeping capability. The battery has an estimated life expectancy of ten years.
- When the battery starts to weaken, the date and time may be incorrect. If the battery fails, the board must be sent back to Multi-Tech Systems for battery replacement.
- Lithium cells and batteries are subject to the Provisions for International Transportation. Multi-Tech Systems, Inc. confirms that the Lithium batteries used in the Multi-Tech product(s) referenced in this manual comply with **Special Provision 188 of the UN Model Regulations**, **Special Provision A45 of the ICAO-TI/IATA-DGR (Air)**, **Special Provision 310 of the IMDG Code**, and **Special Provision 188 of the ADR and RID (Road and Rail Europe)**.

Warning! There is danger of explosion if the battery is incorrectly replaced!

Ethernet Ports Caution

Caution: The Ethernet ports and command ports are not designed to be connected to a Public Telecommunication Network.

Technical Specifications

	FF130/230		FF430/830	
Connectors	RJ-11 Line Jack(s), DE-9 Console Serial Port, RJ-45 Ethernet, Locking Screw on Power Jack.		RJ-11 Line Jacks, DE-9 Command Serial Port, RJ-45 Ethernet.	
Size	6.4" W x 6.0" L x 1.2" H (16.3 cm x 15.2 cm x 3.0 cm)		17.3" W x 8.4" L x 1.7" H (43.9 cm x 21.3 cm x 4.3 cm)	
Weight	1.22 lbs. (0.55 kg)	1.25 lbs (0.57 kg)	6.86 lbs (3.11 kg)	7.15 lbs (3.24 kg)
Input Power Requirements	9 Vdc @ 590mA		100 – 240 Vac, 50/60 Hz, 1.2 – 0.6 A	
Maximum Power Consumption *	FF130 **9 v** Typical: 0.335A/3.01W; Max: 0.378A/3.40W **20 v**, Typical: 0.148A/2.96W; Max: 0.164A/3.28W **32 v**, Typical: 0.100A/3.20W; Max: 0.112A/3.58W	FF230 **9 v**, Typical: 0.376A/3.40W; Max: 0.418A/3.80W **20 v**, Typical: 0.166A/3.30W; Max: 0.182A/3.60W **32 v**, Typical: 0.109A/3.50W; Max: 0.122A/3.90W	FF430 **120 Vac** Typical: 0.104A/12.2W; Max: 0.120A/14.1W **220 Vac** Typical: 0.079A/18.3W; Max: 0.090A/20.8W	FF830 **120Vac** Typical: 0.130A/15.3W; Max: 0.137A/16.1W **220Vac** Typical: 0.093A/21.6W; Max: 0.101A/23.4W
Operating Environment	32°-104° F (0°-40° C) relative humidity 20 to 90% noncondensing		32°-140° F (0°-60° C) relative humidity 20 to 90% noncondensing	
Storage Temperature	14° to 185° F (-10° to +85° C)		14° to 185° F (-10° to +85° C)	
EMC Approvals	FCC Part 15 Class A, EN 55022, EN 55024		FCC Part 15 Class A, EN 55022, EN 55024	
Safety Approvals	UL\cUL 60950-1, EN 60950-1		UL\cUL 60950-1, EN 60950-1	
Telecom Approvals	47CFR Part 68, CS03, TBR21 Other countries also included		47CFR Part 68, CS03, TBR21 Other countries also included	
Fax Specs	(MT5634SMI modem) Group 3 Fax (T.30 and T.4) Modulations: ITU V.34, ITU V.17, V.29, V.27 and V.21			
Web Connections	10 (Maximum)		50 (Maximum)	
File Upload Size**	~6 MB (Max) using Web Send Fax page ~4.5 MB (Max) API, T.37 or the Client Software with its SSL option *enabled*. ~40 MB (Max) using the Client Software with its SSL option *disabled*.		~11 MB (Max) using Web Send Fax page ~8.25 MB (Max) API, T.37 or the Client Software with its SSL option *enabled*. ~40 MB (Max) using the Client Software with its SSL option *disabled*.	
Warranty	2 years		2 years	

***** Multi-Tech Systems, Inc. recommends that the customer incorporate a 10% buffer into their power source when determining product load.

** The difference in maximum size allowed is due to the data encoding for T.37, the client software and API attachments.

Chapter 2 – Getting Started

Introduction

This chapter steps you through initial installation and setup of your Multi-Tech Model FF130/230/430/830 FaxFinder.

The FaxFinder Fax Server is an IP enabled fax server that interacts with other devices and services on your communication network to send and receive faxes and to perform administrative functions.

The FaxFinder requires access to an SMTP server that will relay emails generated by the FaxFinder. These emails contain administrative notifications, log files and most commonly, faxes. It is recommended that a DNS "A" record be created for the FaxFinder. Depending on the location of the email recipients and IP resources, access through your network's Internet Gateway (providing WAN access) may be required.

The fax ports of the FaxFinder require analog telephone lines that provide dial tone and ring voltage at traditional levels and cadence (traditional electrical characteristics of a POTS line). To fully utilize the FaxFinder's inbound fax routing capabilities, the communication lines (PBX ports) need to pass DID (direct inward dial) information (in the form of DTMF digits) to the FaxFinder (upon the FaxFinder port going off hook to answer the call). See "*FaxFinder Versatility, Phone Line and PBX Compatibility*" below for more details.

Before installing the FaxFinder onto your IP Network, understand the target network's current IP scheme and implementation. What Ethernet equipment will the FaxFinder be connected to? Is it a simple traditional switch or hub, or a Managed V-LAN switch that is IP address aware (that will block traffic not of its configured subnet), or a port on a network enabled appliance like a PBX or router that has similar controls as a Managed Switch?

The FaxFinder is set from the factory with an IP address of 192.168.2.1 (netmask 255.255.255.000).

Identify a workstation that can be used to perform the initial configuration of the FaxFinder. Depending on your network variables, you may have to connect a workstation directly to the FaxFinder to perform initial network setup of the FaxFinder. Having the ability to identify (and possibly change) the current IP configuration of the workstation may be required. The mobility of a laptop can be helpful but be sure to take into consideration any active WiFi connection to avoid any network conflicts with the Ethernet connection to the FaxFinder.

FaxFinder Network Requirements

The FaxFinder requires a static IP address (automatically assigned IP addresses via DHCP is not supported). The FaxFinder's Ethernet interface is full duplex, auto negotiating 10/100 Mb and auto polarity sensing. Auto polarity allows you to use a traditional straight through or cross-over, Ethernet RJ-45 cable.

The FaxFinder does **not** support POE (Power over Ethernet) or 1GB speeds. These features may need to be disabled on the port of the Ethernet equipment that the FaxFinder is connected to.

FaxFinder Versatility, Phone Line and PBX Compatibility

The type of communication lines that connect to the FaxFinder, or more specifically the source and functionality of the analog communication lines used with the FaxFinder, dictate if the inbound fax routing method of the FaxFinder port is to be set to a dynamic delivery method (based on the number dialed by the party sending the fax), or if the FaxFinder's routing method is set to a more traditional static delivery method (based solely on which communication line/FaxFinder port the fax came in on).

Although the FaxFinder fax ports can simply be connected to an ordinary phone subscriber line (a POTS line), it is often connected to a PBX extension/station port. One of the convenient features of the FaxFinder is its ability to deliver incoming faxes as email messages directly to users on your network. This feature is best utilized when your PBX has the ability to route multiple receiving numbers to a single station port. Traditionally, this PBX functionality requires your PBX to be connected to Telco via a PRI line provisioned with a block of DID numbers. Today, there are additional implementations where a PBX may learn what number was dialed by the originator (*e.g.* an IP enabled PBX communicating directly with an IP based PSTN service or other IP enabled communication equipment).

When your PBX sends a call to the FaxFinder, it first must ring the extension the FaxFinder port is connected to. When the FaxFinder picks up (go off hook), the PBX then needs to transmit a string of DTMF digits to the extension for the FaxFinder to hear (usually the last *x* number of digits dialed by the calling side). The FaxFinder port then proceeds to answer as a fax machine and receive the incoming fax. After the fax transmission is completed, the FaxFinder will use the DID information to determine delivery options. This determination is made by reading the recipient inbound routing table in the FaxFinder.

When the PBX provides call routing information, it does not matter to the FaxFinder which port (line) the call was received on, the fax will be routed to all of the delivery options associated with the DID number (Recipient Extension) defined in the "Recipient" routing table.

If the PBX lacks this ability to provide DID call routing information (*i.e.* the analog line is not capable of providing this), incoming faxes will be routed solely on the delivery options associated with the specific FaxFinder port (Line) the call was received on. Multiple delivery options can be defined per physical line/port.

The FaxFinder does not support the utilization of Caller ID information that is traditionally presented in-between rings, before the call is answered (before the off hook state).

The Fax Finder does not support "Call Waiting". The Call Waiting beep provided by a Telco line or PBX will cause a fax communication error, most commonly resulting in an unwanted disconnect.

Caller ID and Call Waiting features need to be disabled on the lines or PBX ports connected to the FaxFinder.

FaxFinder Operating Modes

When placed in the optimal environment, the Multi-Tech Systems FaxFinder can provide a host of useful functions.

The ports of the FaxFinder are individually configured. This flexibility allows you to dedicate fax resources to match your needs.

The "Routing" parameter for each port in the FaxFinder is to be set to match the type of line connected to it (regarding if DID routing information is to be provided by the line or not). Set the Routing parameter to "DTMF Digits" (or a PBX specific "Mode Code") to utilize the DID routing information. If the line connected to our port does not provide DID information (traditionally a POTS directly from Telco) then set the Routing parameter to "POTS Line".

The "Direction" parameter in the FaxFinder should be set to match the expected call direction/usage by the PBX and or Telco line. Do you expect to only send faxes on the port (set it to outbound), receive faxes on the port (set it to inbound) or both (set it to both)? Coordinating the call "direction" (per physical line) with the PBX or Telco line(s) can provide maximum utilization of fax resources during high volume, while still having dedicated resources for specific needs. Coordinating with how the line equipment will function is required because the FaxFinder does not control which line the PBX or Telco chooses to put the call on.

Inbound Routing. Faxes received off the line can be delivered to many types of destinations. An incoming fax can be sent directly to a printer to be immediately printed. It can be sent to one or more email addresses for paperless reading.

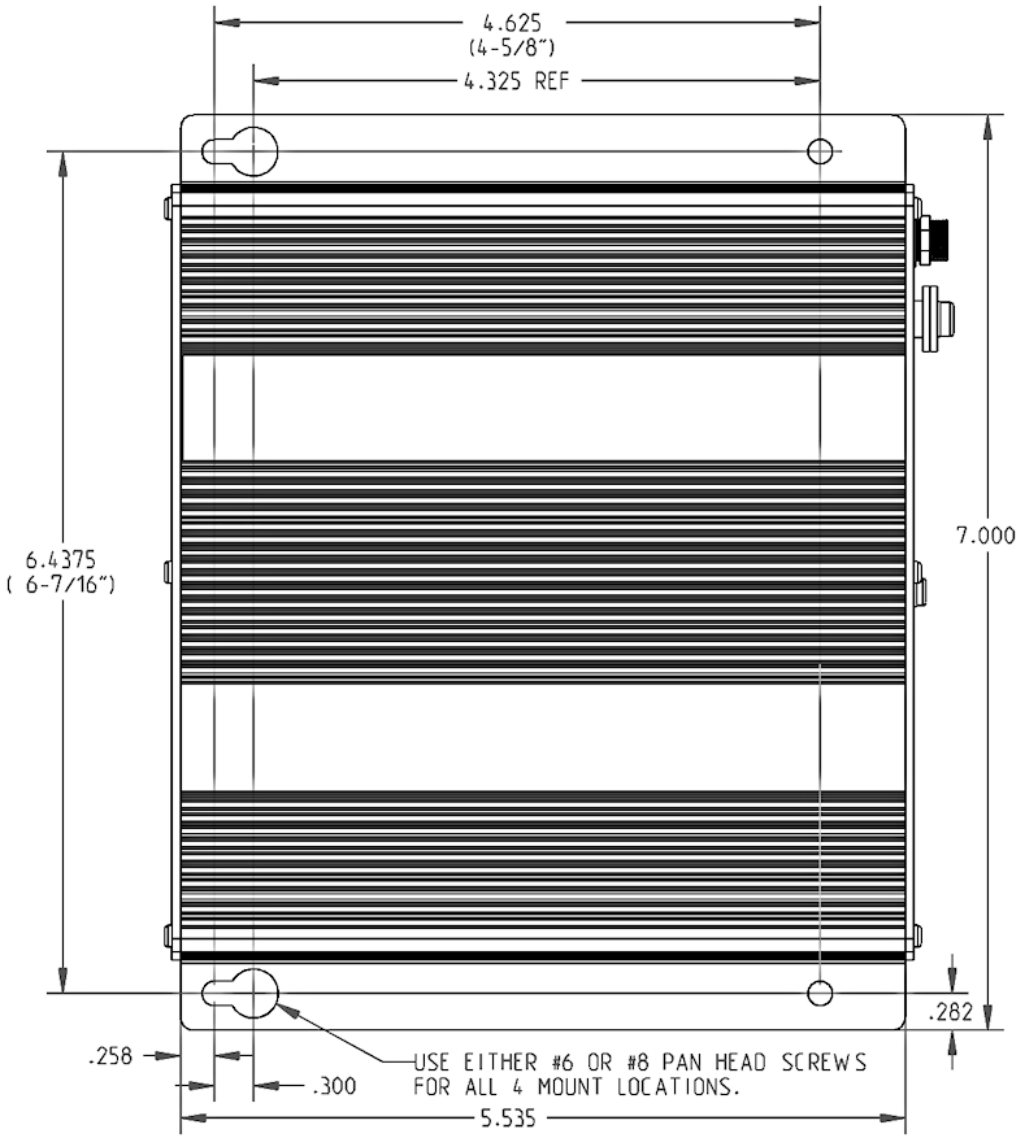
It can be deposited to a shared directory as a means of automatic archiving and/or for users or applications to retrieve as needed. Or it can simply be discarded. Any combination of these destinations can be setup per received fax, except when the "Trash" destination is used. If faxes received on a particular DID extension or line are to be discarded, then no other destination option may be enabled.

Outbound Faxing. There are multiple ways to submit a fax to the FaxFinder server for sending. Faxes can be submitted by T.37 Store and Forward. Store and Forward faxing allows for emails to be sent through the FaxFinder as a fax. Send Fax menu - users can log into the web interface and send a fax from the unit directly. Applications can use our API to submit XML formatted faxes for sending. And most commonly our FaxFinder Client Software for Windows can be added to the user's workstation. This allows the user to fax from their PC using any application program that can print.

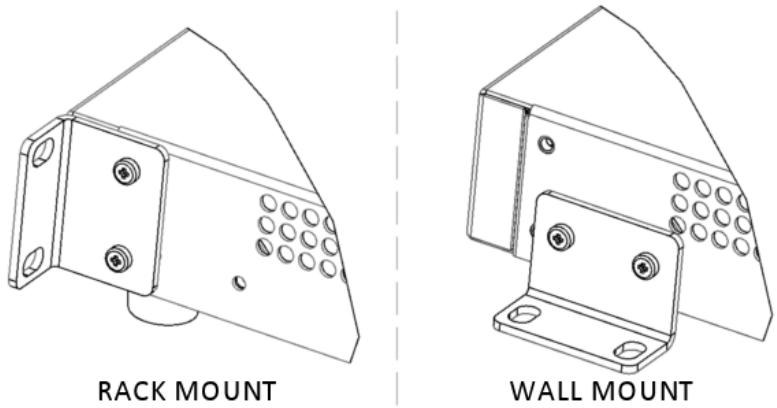
There are multiple options regarding the management of the Faxes sent out through the FaxFinder. Each method of submitting a fax allows for the user to receive a Send Fax Email Receipt. This receipt is configurable. It can always be sent (indicating if the fax was transmitted successfully or not). It can be sent just for send fax failures (after all defined tries have been attempted). The receipt can be configured to include a copy of the fax or just the details of how and when the fax was sent. Automatic Archiving - a copy of every fax submitted for sending (regardless of who or how it was submitted) can be written as a PDF or Tiff to a network share via our Outbound Archive option. Outbound Approval - submitted faxes can go through an approval process based on destination fax number and or who is submitting the fax, preventing un-authorized calls (faxing) to undesired locations.

Mechanical Mounting

The FF130/230 FaxFinder comes with chassis screw holes to facilitate attaching it to a flat surface.



The FF430/830 units are table-top units that can also be rack-mounted. Rack-mounting hardware is included.



Rack Mounting

Ensure proper installation of the unit in a closed or multi-unit enclosure by following the recommended installation as defined by the enclosure manufacturer. Do not place the unit directly on top of other equipment or place other equipment directly on top of the unit. If installing the unit in a closed or multi-unit enclosure, ensure adequate airflow within the rack so that the maximum recommended ambient temperature (60° C) is not exceeded. Ensure that the unit is properly connected to earth ground by verifying that it is reliably grounded when mounted within a rack. If a power strip is used, ensure that the power strip provides adequate grounding of the attached apparatus.

When mounting the equipment in the rack, make sure mechanical loading is even to avoid a hazardous condition. The rack used should safely support the combined weight of all the equipment it supports.

Ensure that the mains supply circuit is capable of handling the load of the equipment. See the power label on the equipment for load requirements.

This equipment should only be installed by properly qualified service personnel. Only connect like circuits - connect SELV (Secondary Extra Low Voltage) circuits to SELV circuits and TN (Telecommunications Network) circuits to TN circuits.

Note: The ambient temperature of the rack interior must not exceed 60° Celsius.

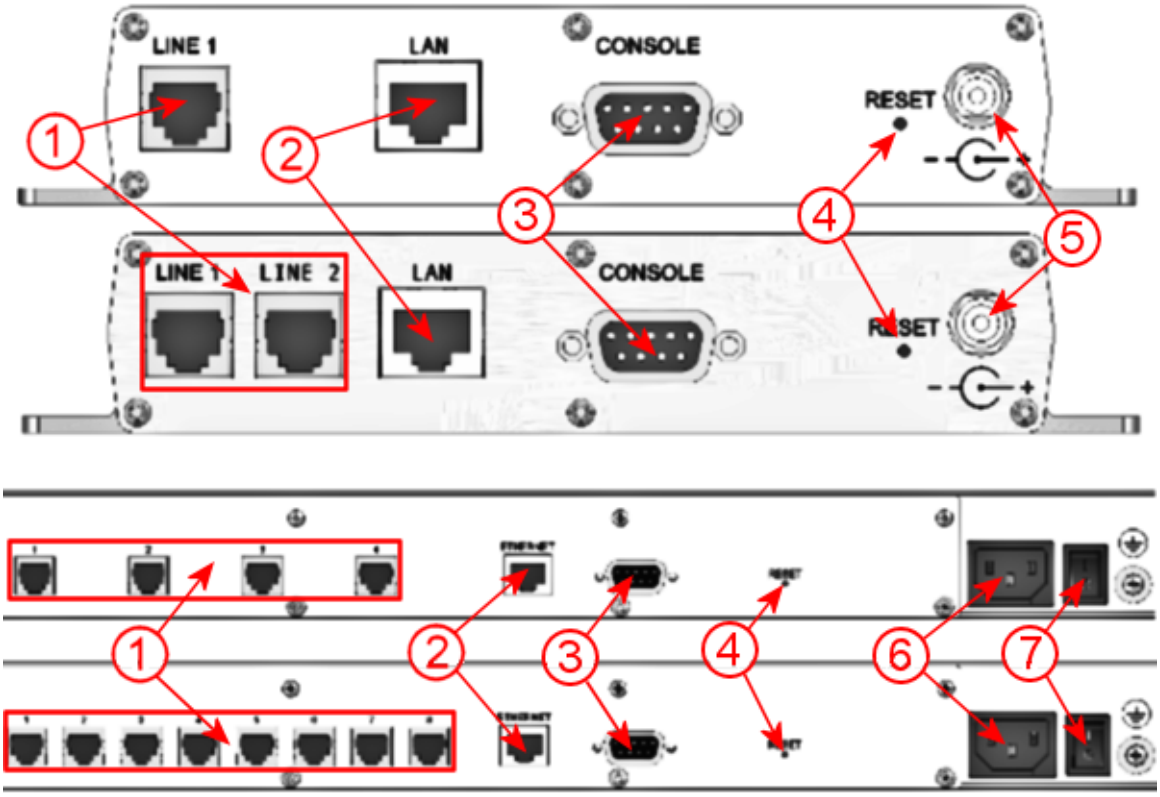
19-Inch Rack Enclosure Mounting Procedure

Attaching the FaxFinder to the rail of an EIA 19-inch rack enclosure will likely require two persons. Essentially, the technicians must attach the brackets to the FaxFinder chassis with the screws provided, as shown in the figure above, and then secure unit to rack rails by the brackets. Because equipment racks vary, screws for rack-rail mounting are not provided. Follow the instructions of the rack manufacturer and use screws that fit.

1. Position the right rack-mounting bracket on the FaxFinder using the two vertical mounting screw holes.
2. Secure the bracket to the FaxFinder using the two screws provided.
3. Position the left rack-mounting bracket on the FaxFinder using the two vertical mounting screw holes.
4. Secure the bracket to the FaxFinder using the two screws provided.
5. Remove feet (4) from the FaxFinder unit.
6. Mount the FaxFinder in the rack enclosure per the rack manufacture's mounting procedure.

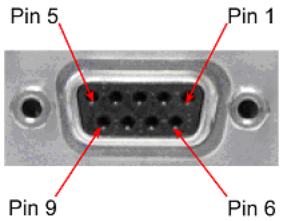
Connections

Below you will find the back panels for the FaxFinder family of products, starting with the 1-port FF130 to the 8-port FF830, from top to bottom respectively. Following that is the description of the connections corresponding to the number labels for assistance with the connections.



1. **Line Ports.** PSTN/POTS RJ 11 phone line connectors.
2. **LAN/Ethernet Port.** RJ 45 receptacle for network connection. The FaxFinder 130/230 units for reasons of space constraints are labeled LAN, while the FF430/830 units show Ethernet.
3. **Console/Command Port.** DE-9 connection for serial access and control of the FaxFinder units.
4. **Reset**. Access hole for reset button (use a straightened paper clip or similar tool to push the recessed button).
   Pushing and releasing the button once will reboot the FaxFinder.
   Holding the button in for 3 seconds and releasing will reset the FaxFinder to factory defaults.
5. **Power Connector.** Threaded connector for the provided power supply.
6. **Power Socket.** Power receptacle for provided power cord.
7. **Power Switch.** On/Off power switch for the FaxFinder 430/830 units.

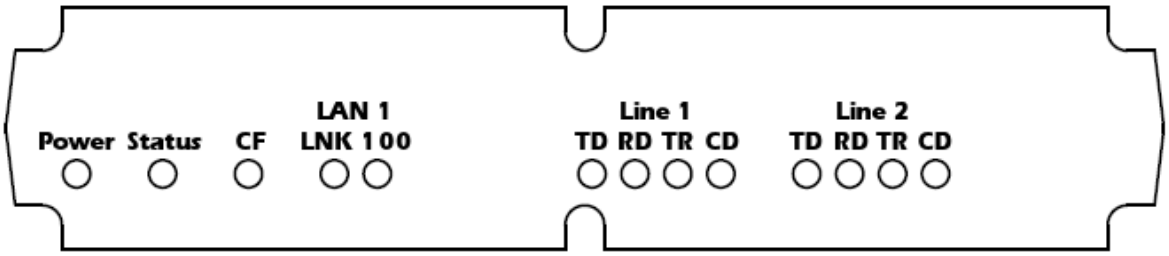
Console/Command Port Pin Assignments



Pin 1	CD
Pin 2	RCV
Pin 3	XMT
Pin 4	DTR
Pin 5	Ground
Pin 6	DSR
Pin 7	RTS
Pin 8	CTS
Pin 9	Ring

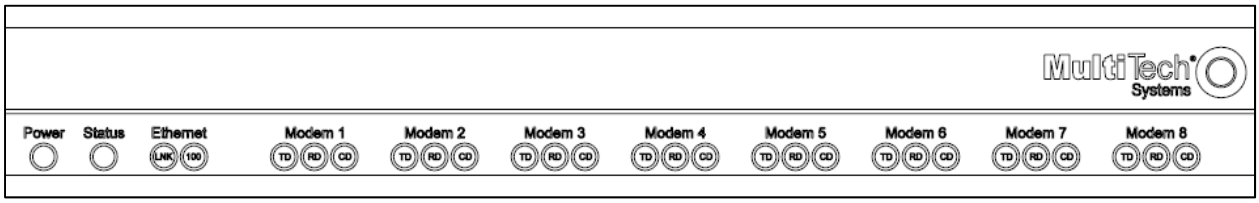
Front Panel LEDs

FaxFinder 130/230 (FF230 shown)



Label	Name	Description
Power	Power	Solid (constant) green if unit is on.
Status	Status	A few moments after power is on, the Status LED will be blinking green to show normal, working state.
CF	Compact Flash	When the compact flash drive is accessed, this LED will light.
LNK	Data Link	Lit when a physical link has been established with the Ethernet network.
100	Speed	When lit, Ethernet rate is 100 MHz; when unlit rate is 10 MHz.
TD	Transmit Data	The TD LED flashes when the modem is transmitting data to another modem.
RD	Receive Data	The RD LED flashes when the modem is receiving data from another modem.
TR	Data Terminal Ready	Indicates that server is in communication with the modem.
CD	Carrier Detect	Carrier of remote modem is detected.

FaxFinder 430/830 (FF830 shown)



Label	Name	Description
Power	Power	Solid (constant) green if unit is on.
Status	Status	A few moments after power is on, the Status LED will be blinking green to show normal, working state.
LNK	Data Link	Lit when a physical link has been established with the Ethernet network.
100	Speed	10 MHz or 100 MHz | When lit, Ethernet rate is 100 MHz; when not lit, Ethernet rate is 10 MHz.
TD	Transmit Data	The TD LED flashes when the modem is transmitting data to another modem.
RD	Receive Data	The RD LED flashes when the modem is receiving data from another modem.
CD	Carrier Detect	Carrier of remote modem is detected.

Installation Overview

Part A: Cabling – Connecting the FaxFinder to Power, Phone Lines, and Ethernet

Summary: Place the FaxFinder in a convenient location, and then connect it to your AC power outlet and Ethernet.

1. Connect FaxFinder to AC Outlet.

A. ***FF130/230 Power***. Plug the DC power transformer into a power outlet or power strip. Secure the other end to the Power Receptacle on your FF130/230 FaxFinder. Secure the power cord to the connector with the lock nut. (Builds of FF130/230 for outside of North America have a 2-piece power connection.)
Power supply attachments (FF130/230): The FF130/230 models come with a power supply that has interchangeable blades for use in various countries. First remove the protective cover by sliding down the locking switch and pull the protective cover out from the bottom (this can be discarded). Next, select the correct blade attachment for your locale and insert the top portion of the attachment first (there is a corresponding tab that mates with the slot in the blade attachment) and then push up-and-in while holding down the locking switch. Once the attachment is in place, release the locking switch to lock the attachment in

Note: The FF130/230 units have a reset switch instead of a power toggle switch. Using a straightened paper clip to push the recessed button will perform a hardware reboot. This is only necessary if the unit becomes unresponsive. Holding the button down for 3 seconds will reset the unit to factory defaults.

Caution: Use only the DC power transformer supplied with the FaxFinder. Use of any other transformer voids the warranty and can damage the FaxFinder.

B. ***FF430/830 Power***. Connect the power cable between the unit and a power outlet.

2. Verify Powering.

After power is applied, the **Power** LED comes on immediately but there is a 4-second delay before the **Status** LED comes on. In normal operation, the **Status** LED will be flashing.

When you apply power, the FaxFinder will take a short time to boot up. While booting, the **Status** LED will be solid (not flashing). The **Status** indicator flashes when the unit is ready. If after 5 minutes this does not happen, disconnect and reconnect the power to have the FaxFinder reboot.

3. Connect FaxFinder to Ethernet Network.

Plug one end of your RJ45 Ethernet cable into the FaxFinder's Ethernet jack and the other end into your network Ethernet hub. This Ethernet cable is not included with your FaxFinder unit.

Caution: Before connecting to the Ethernet Network, make sure that the network to which you are connecting the FaxFinder is not a 192.168.2.x subnet. Because the FaxFinder's factory default IP address is 192.168.2.1, connecting it to a network that has a different device at that same IP address would cause data interference.
If it is a 192.168.2.x subnet, connect from the Administrative PC to the FaxFinder using an RJ45 Ethernet cable until the FaxFinder's IP address has been configured. Thereafter, connect the FaxFinder into the network.

4. Connecting to Telephony Service

The FaxFinder can either be connected to a PBX or to POTS lines.

Part B: Configuring the FaxFinder Server

1. Setting Admin PC to Communicate with a Factory-Defaulted FaxFinder

To initially access the FaxFinder, you will need to connect the unit directly to a compatible computer. This process is detailed below. This allows you to change the IP address of the FaxFinder unit to one that is capable of operating on the network where it will permanently reside. If the FaxFinder is already attached to a network, the Client software can Auto-discover the IP address. Alternatively, using the Command/Console port, you can use a terminal program (like HyperTerminal) and type "ifconfig eth0" to learn its IP address.

A. Connect a PC directly to your FaxFinder unit using an RJ45 network cable (this may entail disconnecting the PC from its current network).

B. Set the computer now connected to the FaxFinder to IP address **http://192.168.2.x**, where ***x*** can be from 2 to 254 (use any address ***except*** 192.168.2.**1**). *Make sure you write down the original IP address so you may re-enter it when finished.*

Windows XP/2003

a. From the Windows desktop, right-click on "My Network Places," and select "Properties."
b. In the **Network Connection** screen, right-click on "Local Area Connection."
c. In the **Local Area Connection Properties** screen, on the "General" tab, scroll to the "Internet Protocol (TCP/IP)" entry and select it. Click "Properties."
d. In the **Internet Protocol (TCP/IP) Properties** screen, record the existing IP address. Then reset the IP address to 192.168.2.2.

Windows 2000

a. From the Windows desktop, right-click on "My Network Places," and select "Properties."
b. In the **Network and Dialup Connections** screen, right-click on "Local Area Connection" and select "Properties."
c. In the **Local Area Connection Properties** screen, select the "Internet Protocol (TCP/IP)" entry. Click "Properties."
d. In the **Internet Protocol (TCP/IP) Properties** screen, record the existing IP address. Then reset the IP address to 192.168.2.2.

Windows Vista

a. Click on Start and go to Network.
b. In the left-hand 'Folders' pane, Right-click on Network and select Properties.
c. For the Local Area Connection, click on the View Status link.
d. In the Status window, click on Properties. Click Continue when the permission window pops-up.
e. In the Properties window, click once to highlight "Internet Protocol Version 4 (TCP/IPv4)" and then click Properties below.
f. Here you can select the "Use the following IP address:" radio button, and then set the "IP Address" to 192.168.2.2.
g. Click OK, then click Close and then Close again.

2. Logging In

A. Bring up a Web browser on your pc. At the browser address line, type the IP address of the FaxFinder: type **192.168.2.1** and press **Enter**.

Note: The FaxFinder implements a Secure WEB interface via TLS (HTTPS browsing) with a self signed certificate. The first time a browser navigates to the FaxFinder it will display warning messages about expired and or invalid certificates. When this occurs you should add an exception temporarily until the unit is setup correctly (IP address, Time/Date, Host name, etc.). Once the unit is setup you will be able to generate a certificate with your information (see Certificates section of Chapter 3).

B. The **Login** screen will appear. At this point you can be assured that the FaxFinder is connected to the network.

C. At the **Login** screen, enter **admin** (all lower case) in the Username field and **admin** (all lower case) in the Password field.

D. Click the **Login** button. The Web Management **Home** screen will appear. From this screen, you can access all of the FaxFinder Server software screens.

Note: The FFx30 units have real-time clocks. The default setting is to set the time via a timer server (time.nist.gov). If the time is not accurate, a message may be issued by the web browser that the certificate is invalid or expired. If this occurs, you should add an exception **temporarily** until the IP Address and date/time are correctly set.

Once the date/time and IP Address are set, you will be able to generate a certificate with your information (see Certificates section of Chapter 3).

3. Setting FaxFinder IP Addresses

A. Click on **System Configuration** in the top navigation bar.

B. Network Configuration is the first sub-category found in the left-hand navigation frame. Fill in the IP information that applies to your FF130/230/430/830 FaxFinder Server unit. The fields for “IP Address,” “Subnet Mask,” and “Default Gateway” are required. The Hostname field should be supplied with a fully qualified domain name (FQDN) for the FaxFinder Server (e.g. *FF830.mycompany.com*). The FaxFinder provides this name to your SMTP server each time it sends an email. Additionally, it's used in conjunction with T.37 Store and Forward faxing. T.37 emails sent to the FaxFinder need to have the ‘To’ email address match the host name of the FaxFinder (e.g. *FAX=17635551234@ff830.mycompany.com*).

C. Click **Save**. After the **Save** button has been clicked, the changes take effect within a few seconds - unless you have changed a DNS setting. If this is the case you will be prompted to reboot the unit due to the DNS change and the changes will take effect upon reboot. If you cancel the reboot prompt, none of the changes will take effect.

Note: At this point, your PC and the FaxFinder will no longer be in communication with each other.

4. Resetting Admin PC to Its Regular IP Address

In step #1 above, you recorded the original IP address of the administrator’s PC and then reset the IP address as required to allow communication with the FaxFinder unit. You may now set the IP address of the administrator’s PC back to its original value or to any other value that will allow you to communicate with the FaxFinder at its new IP address.

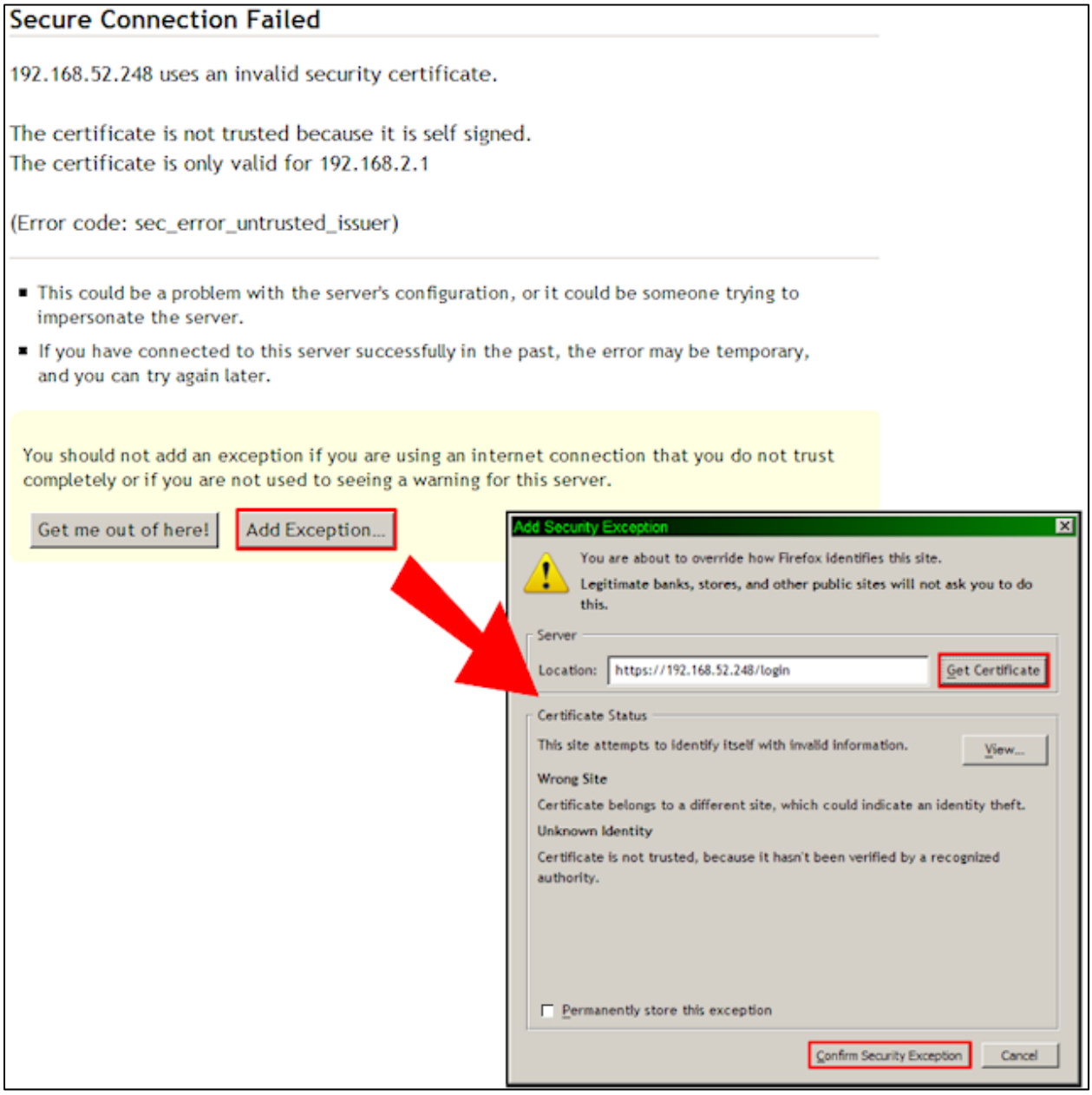
Disconnect the PC from the FaxFinder. Connect the FaxFinder to the network it is to be installed on. Re-connect your PC to its normal LAN connection.

5. Log In After Reset

Having reset the IP address of the administrator's PC, you must log into the FaxFinder Server software again. Enter the new IP address of the FaxFinder into your browser, and then enter **admin** as Username and **admin** as Password to log in again.

If the IP has been changed, your browser may show a warning message at this point. This is related to the certificate issued by the FaxFinder (the default is for the IP address 192.168.2.1 – changing the IP will cause an invalid certificate warning). Browsers will not allow access without a valid certificate and the FaxFinder does have a valid certificate, but it is self-signed (*i.e.* no third party verification), so your browser displays a warning about this. You may safely continue (Internet Explorer), or in the case of Firefox, temporarily add the FaxFinder certificate to the exception list.

Firefox Add Exception Process:


Secure Connection Failed
192.168.52.248 uses an invalid security certificate.
The certificate is not trusted because it is self signed.
The certificate is only valid for 192.168.2.1
(Error code: sec_error_untrusted_issuer)
This could be a problem with the server's configuration, or it could be someone trying to impersonate the server.
If you have connected to this server successfully in the past, the error may be temporary, and you can try again later.
You should not add an exception if you are using an internet connection that you do not trust completely or if you are not used to seeing a warning for this server.
Get me out of here!
Add Exception...
Add Security Exception
You are about to override how Firefox identifies this site.
Legitimate banks, stores, and other public sites will not ask you to do this.
Server
Location: https://192.168.52.248/login
Get Certificate
Certificate Status
This site attempts to identify itself with invalid information.
View...
Wrong Site
Certificate belongs to a different site, which could indicate an identity theft.
Unknown Identity
Certificate is not trusted, because it hasn't been verified by a recognized authority.
Permanently store this exception
Confirm Security Exception
Cancel

6. Administrator and SMTP Setup

A. Set up an Email address for the Administrator by going to the Users section (top navigation bar) and click on the Action "Edit". Also, here is where you can change the password for the administrator. Be sure to select a secure password and record it for future reference. Click the Update button to save changes to the administrator account.

B. Next set the SMTP parameters in the SMTP Configuration section of the System Configuration. The SMTP Configuration menu contains an Email Test function. Send a Test Email to the defined administrator and check to see it was delivered to the administrator's inbox (presumably an Email account on the local network). If it was successfully delivered it proves your SMTP server is relaying Emails generated by the FaxFinder, to local Email recipients.

7. Sending Test Fax from Fax Machine to FaxFinder

A. If you are using a PBX, the Fax Configuration | Modem section should be reviewed for any necessities prior to attempting a fax. Next go to the *Fax Configuration | Inbound Routing* page and verify where the fax will be routed – if no settings are changed, any incoming fax will be emailed to the Administrator email address (by default, all incoming faxes are routed to the Administrator). When you are ready, use a conventional fax machine to send a fax to the fax number of the FaxFinder.

B. Verify that the fax message was received by the FaxFinder and then check to see if it was delivered to the Email inbox of the administrator. Click on the Status & Logs link in the top navigation bar, and then click on the Fax Status link in the left-hand frame to watch the faxes currently in progress. When the fax is done being received it will be listed in the Inbound Fax Log. Check to see if the Fax was delivered to the administrator. Click on the link Inbound Fax Log. Click on the Details Link, this will invoke a Pop-Up window. Here it will display Delivery Details and Modem Details. Finally check the Administrator's Email Inbox for an Email from the FaxFinder and open the Email. If the email is not delivered within 5 minutes, see the "Troubleshooting Appendix;" specifically "*What if I don't get the email to me of the test fax that I sent?*"

C. Verify that you can open the fax in a PDF viewer program on your computer. The PDF viewer could be any commercial or open source PDF viewer. You can also choose to have your fax messages delivered as TIFF files. The TIFF viewer program you use could be either the Multi-Tech TIFF Viewer or a graphic file viewer included with or installed in your PC. (The Multi-Tech TIFF viewer is included on the Product CD and installed with other client programs. During installation, you can choose to associate all TIFF files with the Multi-Tech TIFF Viewer or leave them associated with another program.) In your email program, double-click on the file attached to the email message. The PDF or TIFF viewer program will come up automatically displaying the fax file.

8. Adding System Users and Fax Contacts

It is recommended to get the system Users (people who will send and receive faxes through the FaxFinder) added into the FaxFinder, and to load fax Contacts (a database of names and fax numbers that users fax documents to) into the FaxFinder before installing the FaxFinder Fax Client Software on a User's workstation. Each User can have their own set of Personal Contacts and all Users can have access to the Global Contact database. The FaxFinder Client Software automatically downloads fax contacts from the FaxFinder Server and then keeps a copy of the Contact information locally, checking for changes when the software is used.

A. Adding Users:

- **a.** Click on the **Users** link in the top navigation bar to create entries for the other users in your office who will send faxes through the FaxFinder. For each such FaxFinder client/user, enter the Username, Password, phone numbers and email address in the appropriate fields.
- **b.** Click on the Add link in the upper right-hand corner of the Users window to create a new client user. Ensure that you click on the **Update** button after each entry before creating the next one. The message “FaxFinder User updated” will appear above the section.
- **c.** An alternative method for populating the User database is Comma Separated Value importation.

Note: By default, there is an Administrator user that cannot be deleted, but you can click on the Edit action item to change the information and password.

B. Adding Fax Contacts:

- **a.** Click on the Contacts link in the top navigation bar. Then click on the Global sub-category found in the left-hand navigation frame to create fax contact entries available to all users.
- **b.** Click on the Add link to enter contact information (Name, Fax Number, Phone Number and Organization) one contact at a time.
- **c.** The Import link lets you import a CSV based file containing multiple contacts. Each contact (each line within the CSV file) must be made up of 4 fields (name, fax number, organization, phone number).

9. Save your Configuration to a File on the Local PC

Now that you have setup the FaxFinder unit to the necessary configuration, it is a good idea to save the parameters in case the unit needs to be restored after a factory default. This will save you time if you want to test different settings or need to do some troubleshooting as you will be able to return to these settings easily. Click on the **System Configuration** top navigation link and then click on the **Save/Restore** link in the left-hand pane. In the *Save/Restore Configuration* window, click on the Save Config link in the upper right hand corner to save what you have set so far. The file name "config_*nnn*_date.bin" (with the *n*’s replaced by the version number) will appear in the dialog for where you can store the file. This *config* file can then be used to restore the FaxFinder to this configuration.

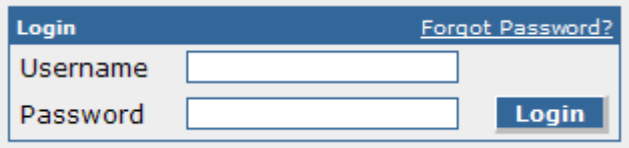
Chapter 3 – FaxFinder Web Management Interface

Introduction

In this chapter, we present the screens of the FaxFinder web management interface and describe the sub-categories for each screen. The major sections are presented along the top navigation bar of the web interface and most of these will activate a left-hand navigation window of sub-categories when clicked. As with any secure browser-based user interface, a certificate is required to allow access. The certificate used by the FaxFinder unit is self-signed, meaning that you will see a security warning when you first access the unit from a browser. These warnings do not mean that the unit is not secure; it is merely an indication that the validated certificate is not signed by a third party. Please select the option to continue when you are presented this information.

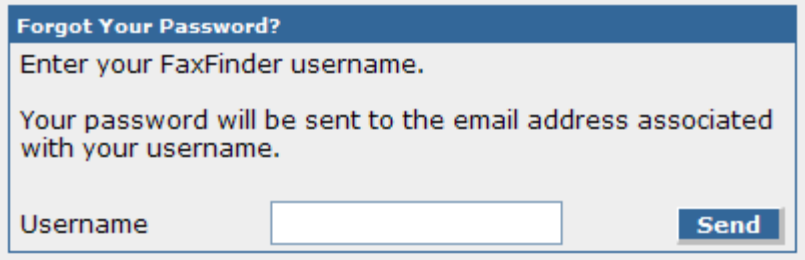
Login Screen

When you enter the IP address of your FaxFinder unit in a browser, you will first see the certificate warning as noted above. After continuing past the warning, you will be presented with the Login Screen. When you first receive your unit, the default username is ***admin*** and the default password is ***admin***.



Forgot Password?

Should you forget your password, a link is provided that you can click to have your password emailed to you for access. Enter your username in the form provided and click the Send button to have the FaxFinder email the password.

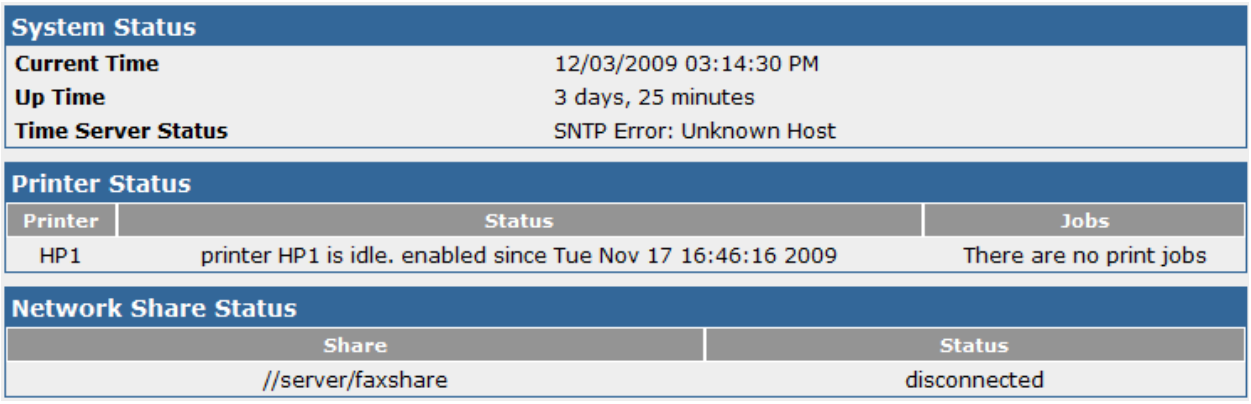

Forgot Your Password?
Enter your FaxFinder username.
Your password will be sent to the email address associated with your username.
Username
Send

Home Screen

The FaxFinder **Home** screen displays the model name, software version and contact resources.

Status & Logs Section

System Status



System Status

Current Time	12/03/2009 03:14:30 PM
Up Time	3 days, 25 minutes
Time Server Status	SNTP Error: Unknown Host

Printer Status

Printer	Status	Jobs
HP1	printer HP1 is idle. enabled since Tue Nov 17 16:46:16 2009	There are no print jobs

Network Share Status

Share	Status
//server/faxshare	disconnected

System Status

The System Status screen provides many key pieces of information that can be used diagnostically or simply as a confirmation of correct settings.

Current Time

This field displays the current time and date on the FaxFinder unit. The format for this display is set in the *System Configuration: Time* screen.

Up Time

This displays the running, total time that the FaxFinder has been in operation since the last reboot/reset or disconnection of power.

Time Server Status

This indicates the status of the Time Server currently in use. If the Time Server Status shows 'Disabled' it is likely that you have set the Time Server to 'none.' Error messages will also appear here; for example the message 'SNTP Error: Unknown Host' will appear when the unit cannot contact the Time Server or if it gets no response from a Time Server. Normally you will see the 'No Errors' message.

Printer Status section

Printer Status

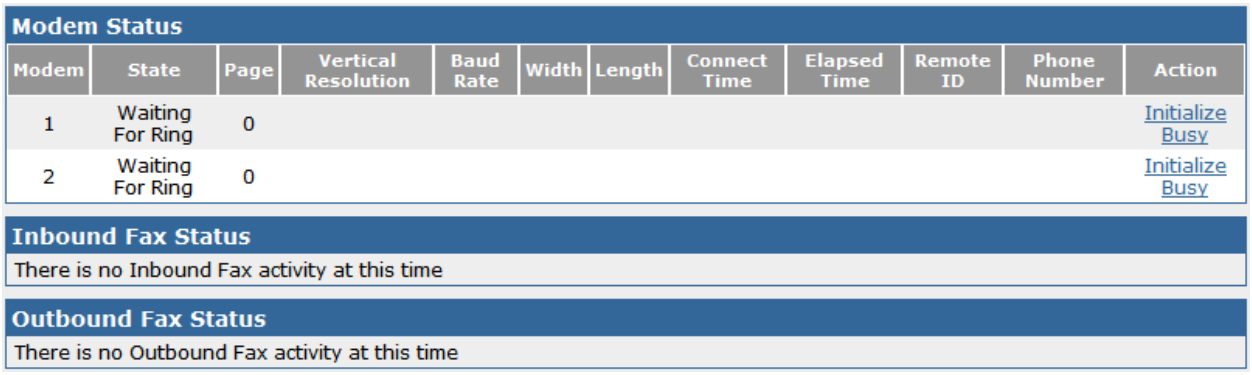
This displays the current status of each printer that has been set up in the *System Configuration: Printers* section.

Network Share Status section

Network Share Status

This displays the current status of any network shares that have been configured in the *System Configuration: Shares* section.

Fax Status



Modem Status

Modem	State	Page	Vertical Resolution	Baud Rate	Width	Length	Connect Time	Elapsed Time	Remote ID	Phone Number	Action
1	Waiting For Ring	0									Initialize Busy
2	Waiting For Ring	0									Initialize Busy

Inbound Fax Status

There is no Inbound Fax activity at this time

Outbound Fax Status

There is no Outbound Fax activity at this time

Fax Status details the current state for several key items. Here also the administrator can view the state of the internal modems and change their state.

Modem Status

Modem

This column displays the sequential modem number associated with each internal modem based on the FaxFinder model (1 for the FF130, 1-2 for the FF230, 1-4 for the FF430 and 1-8 for the FF830).

State

This column displays the current state that the modem is in. Messages include: *Waiting for Ring*, *Connected*, and *Busied Out*.

Page

This column displays the current page that a modem is transmitting (if any).

Vertical Resolution

This column shows the resolution (vertical scan line type: 'fine', 'standard', etc.) that the page will be transmitted as.

Baud Rate

This column displays the baud rate that the modem is currently using.

Width

This column displays the current width setting for faxes sent through that modem.

Length

This column displays the current length setting for faxes sent through that modem.

Connect Time

This column displays the time at which the connection was made.

Elapsed Time

This column displays the time that has passed since the current connection was made.

Remote ID

This column displays the received identification from the remote connection.

Phone Number

This column displays the current phone number that was dialed when sending, or the DID number detected when receiving.

Action

These options are only available to an administrator.

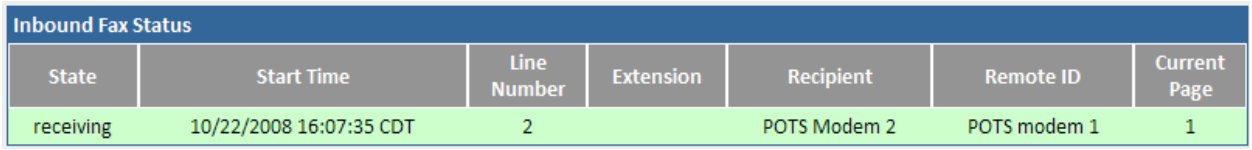
Initialize

Clicking on this link will send the initialization command string to the modem. This will also remove the busy-out state from a modem. When the initialization is complete, you will see a colored message bar at the top of the screen indicating that 'modem *x* initialized.' Using this action while a fax transmission is in progress will interrupt the fax and cause it to fail.

Busy

Clicking on this link will set the modem to a busy state, meaning that the modem will not send or receive faxes. Any incoming calls to this modem will receive the busy tone. To reverse this state and allow faxes to come in or be sent out, click on the 'Initialize' link for the modem.

Inbound Fax Status



Inbound Fax Status

State	Start Time	Line Number	Extension	Recipient	Remote ID	Current Page
receiving	10/22/2008 16:07:35 CDT	2		POTS Modem 2	POTS modem 1	1

Inbound Fax Status displays information pertaining to each fax that is incoming, divided into a variety of categories.

State

This column displays the state of a fax that has not yet been completely received. Messages include: *receiving* or *delivering*.

Start Time

This shows the time that the inbound fax was initiated.

Line Number

This column displays the sequential modem number associated with each internal modem based on the FaxFinder model (1 for the FF130, 1-2 for the FF230, 1-4 for the FF430 and 1-8 for the FF830).

Extension

This will show the detected DID routing number provided by the PBX (when applicable).

Recipient

This will display the recipient Username associated with the DID extension number or the Line Name of the receiving port when set to POTS Line routing.

Remote ID

This shows the Fax ID information sent from the fax originator.

Current Page

This will show what page is currently being received.

Outbound Fax Status

Outbound Fax Status

State	Created At	Scheduled For	Sender	Recipients				Fax Details	Action
				Name	Fax	Phone	Organization		
pending	12/16/2009 01:33:24 PM	12/16/2010 01:38:04 PM	admin (Administrator)	Admin's Contact	763-555-8648	763-555-4684	Another Company	Test Fax (2 pages)	Abort Details

Outbound Fax Status displays information pertaining to each fax that is set to be sent, divided into a variety of categories. There is also an Action section for aborting the fax before it is sent.

State

This column displays the state of a fax that has not yet been sent or completed being sent. Messages include: *new, approval pending, preprocessing, pending,* and *sending*.

Created At

This shows when the outbound fax was initially queued.

Scheduled For

The time shown here takes into account: pre-processing work load (documents submitted for faxing are converted one at a time), how the option '*Allow Simultaneous Dialing to the Same Number*' is set and any user specified scheduling time. This time also represents when the next attempt is to occur if the previous attempt did not complete.

Sender

This information is taken from two areas: the Username of the account used to log into the FaxFinder server and from the User Information field within the submitted fax.

Recipients

Name

Displays the name of the party intended to receive the fax.

Fax

The telephone number of the fax line that will receive the fax.

Phone

The voice telephone number of the recipient.

Organization

Name of the business or company intended to receive the fax.

Fax Details

This shows the pertinent pages of the outbound fax.

Action

These are links to specific actions for individual outbound faxes.

Abort

This will cancel all further attempts to send this fax.

Details

Clicking this link will bring up a new windows with details of this specific fax. You may also select to Abort from this window.

Outbound Fax Entry

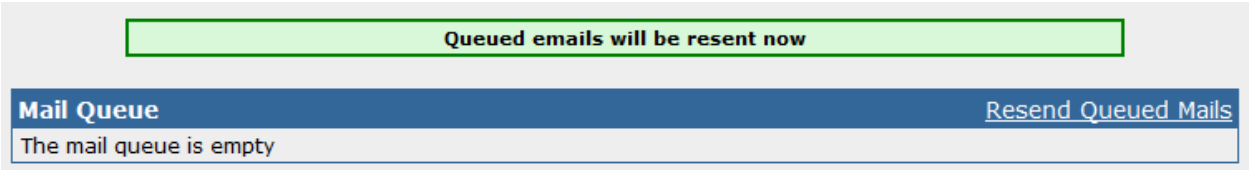
State	Attempt	Recipient				Action
		Name	Fax	Phone	Organization	
pending	1 of 3	Admin's Contact	763-555-8648	763-555-4684	Another Company	Abort

Mail Queue

The Mail Queue displays a list of emails residing in the queue waiting to be completed. Information is broken into six sections.

Resend Queued Mails

Clicking on this link will tell the FaxFinder to resend all mail items in the queue immediately.



Date

This column displays the date the email was created on.

Size

This column shows the size of the mail message in bytes.

Sender

This column displays the user name of the party sending the email.

Recipient

This column displays the intended target of the email.

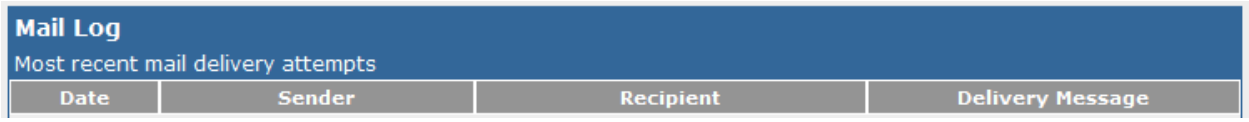
Type

This column shows the delivery type of file that is to be sent; e.g. *local, remote*.

Delivery Message

This column shows information about the result of the delivery attempt.

Mail Log



The Mail Log displays recent delivery attempts, listed from most recent to oldest.

Date

This column displays the date that this mail entry was attempted.

Sender

This column displays the sender of this particular mail attempt.

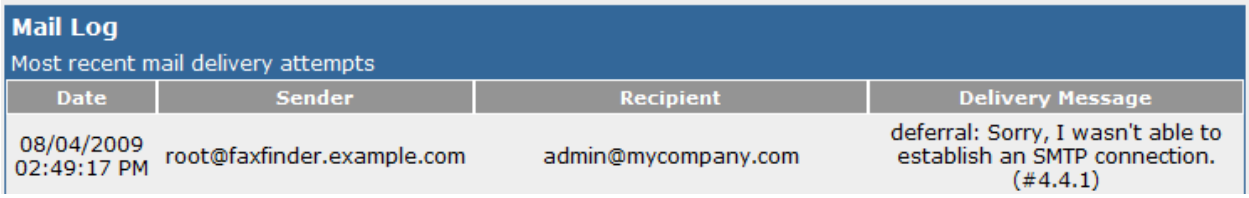
Recipient

This column displays the recipient for this attempted mailing.

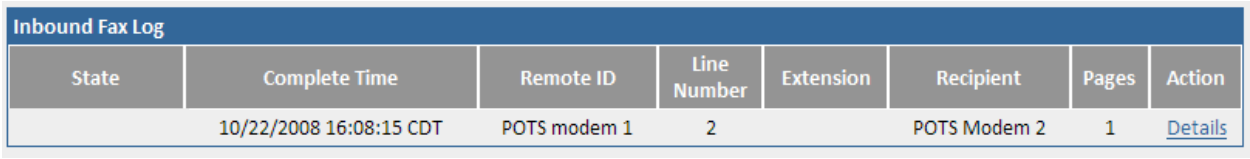
Delivery Message

This column displays a message showing the result of the mail delivery attempt.

For example, if there was a problem, SMTP error messages can be shown here; e.g. *deferral: Sorry, I wasn't able to establish an SMTP connection. (#4.4.1)*.



Inbound Fax Log



Inbound Fax Log

State	Complete Time	Remote ID	Line Number	Extension	Recipient	Pages	Action
	10/22/2008 16:08:15 CDT	POTS modem 1	2		POTS Modem 2	1	Details

The Inbound Fax Log is a running tally of all of the inbound calls (fax or otherwise) detected by the ports of the FaxFinder. Incoming calls that are in progress do not appear in this log until the call has ended. The calls are listed in chronological order with the most recent being listed at the top of the page. The individual logs have several categories that are tracked. Descriptions are below.

State

This will show the current or final state of the fax in question. States include: *complete, error – no page received, error – partial fax,* and *delivery failure*.

Complete Time

This logs the time at which that the incoming fax was successfully received. The format displayed depends on the settings chosen in *System Configuration | Time*.

Remote ID

This will display the Fax ID information sent from the fax originator.

Line Number

This will show which internal modem received the fax by line number.

Extension

This column displays the detected DID routing number provided by the PBX (when applicable).

Recipient

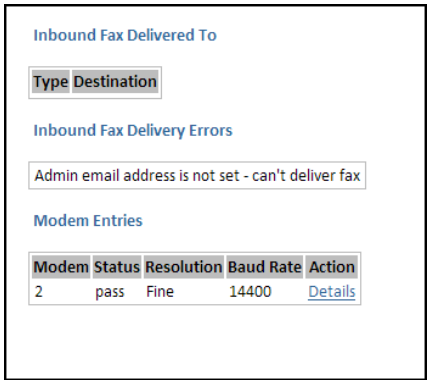
This column shows the identification of the recipient of the fax.

Pages

This displays the number of pages that were received.

Action

This category shows actions that can be taken with this log file. Details is the only option here, which will show more specifics about the fax received as shown below.



Inbound Fax Delivered To

Type	Destination

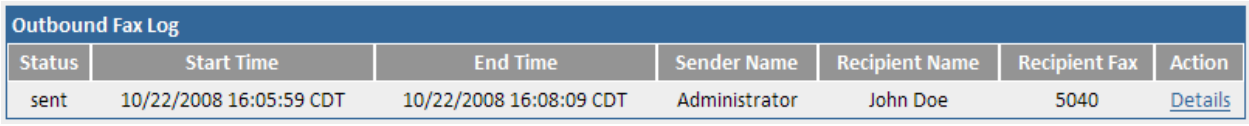
Inbound Fax Delivery Errors

Admin email address is not set - can't deliver fax

Modem Entries

Modem	Status	Resolution	Baud Rate	Action
2	pass	Fine	14400	Details

Outbound Fax Log



Outbound Fax Log

Status	Start Time	End Time	Sender Name	Recipient Name	Recipient Fax	Action
sent	10/22/2008 16:05:59 CDT	10/22/2008 16:08:09 CDT	Administrator	John Doe	5040	Details

The Outbound Fax Log is a running tally of all of the submitted faxes that have completed (not currently in process or pending). Outbound faxes that are in progress or waiting to be sent do not appear in this log until they have been transmitted successfully or the specified number of tries have been attempted. The faxes are listed in chronological order with the most recent at the top of the page. The individual logs have six categories that are tracked. Descriptions are below.

Status

This column displays the current state that the outgoing fax is considered to be in. Status messages include: *sent, aborted* and *failed*.

Start Time

This column displays the time that the transmission was started.

End Time

This column displays the time when the fax transmission completed.

Sender Name

This column displays the user name of the sending party.

Recipient Name

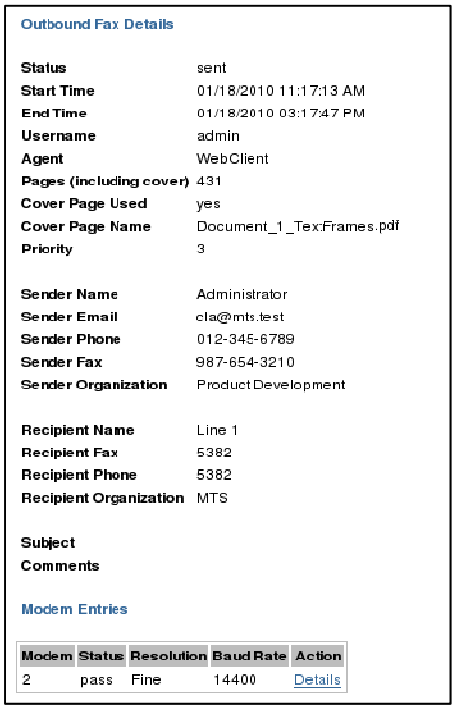
This column displays the name entered as the intended receiver of the fax.

Recipient Fax

This column displays the fax number entered as the intended destination of the fax.

Action

Clicking on the Details link will bring up a pop-up window with further information concerning this fax.



Outbound Fax Details

Status	sent
Start Time	01/18/2010 11:17:13 AM
End Time	01/18/2010 03:17:47 PM
Username	admin
Agent	WebClient
Pages (including cover)	431
Cover Page Used	yes
Cover Page Name	Document_1_TextFrames.pdf
Priority	3
Sender Name	Administrator
Sender Email	cla@mts.test
Sender Phone	012-345-6789
Sender Fax	987-654-3210
Sender Organization	Product Development
Recipient Name	Line 1
Recipient Fax	5382
Recipient Phone	5382
Recipient Organization	MTS
Subject	
Comments	

Modem Entries

Modem	Status	Resolution	Baud Rate	Action
2	pass	Fine	14400	Details

Modem Log

Modem Log

Modem	Status	Direction	Fax Number	Time	Size	Pages	Resolution	Action
1	pass	outbound	5040	10/22/2008 16:07:16 CDT	14024	1	Fine	Details
2	pass	inbound		10/22/2008 16:07:35 CDT	14717	1	Fine	Details

The modem log tracks data pertaining to all individual calls in and out of the FaxFinder in greater detail. The calls are listed in chronological order with the most recent being listed at the top of the page. This information is often very helpful when troubleshooting connection and other related issues.

Modem

This displays the line number of the modem tied to this particular log entry.

Status

This displays the status of the modem for this log entry; pass or fail. If the fax does fail, this column will also display a short reason as to why there was a failure.

Direction

This will show the direction (inbound or outbound) of the fax associated with this log entry.

Fax Number

This displays the destination number of the fax.

Time

This displays the time that the log entry was created.

Size

This displays the size of the entire fax transmission.

Pages

This will display the number of pages in the fax of this log entry.

Resolution

This will show at what resolution the fax was sent. Default resolution is set to *Fine.*

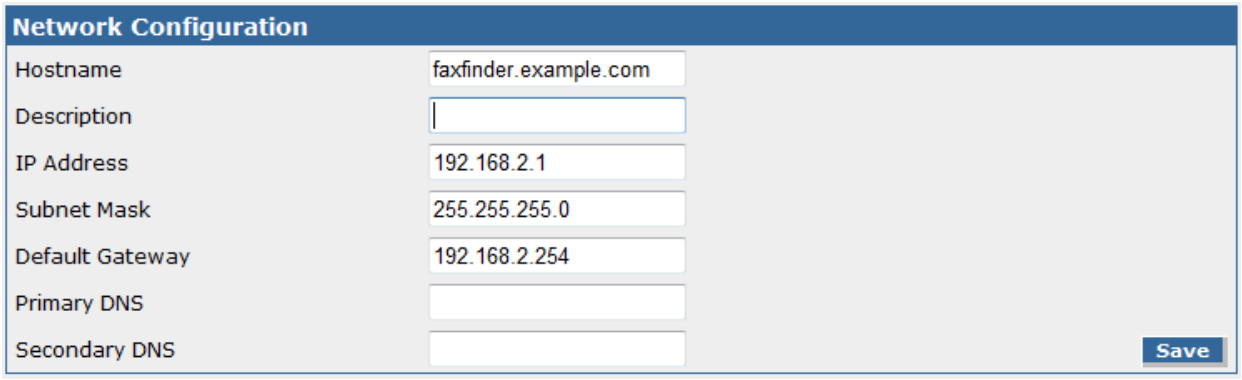
Action

When populated, this will have a 'Details' link for viewing the specifics of this entry in a pop-up window as shown below.

Modem	2
Status	pass
Fax Number	5382
Direction	outbound
Pages	431
Size	15773326
Init Time	01/19/2010 02:23:22 PM
Off Hook Time	01/19/2010 02:23:31 PM
Connect Time	01/19/2010 02:23:57 PM
Elapsed Time	0
Scan Line Time	0
Baud Rate	31200
Width	1728
Height	Variable
Bytes	15773326
Data Compression	mh
Error Correction	on

System Configuration Section

Network



Network Configuration

This section is for entering the specific network settings needed for the FaxFinder to run on your network. By factory default, the FaxFinder ships with the IP address 192.168.2.1 and a 24 bit network mask (255.255.255.0) for initial setup purposes. Enter the needed parameters for proper operation on the network the FaxFinder is to be installed on. The only fields that can be left blank are DNS. A change to any field takes effect within a few seconds after clicking the Save button *except for changes to DNS*. A system reboot is required when either DNS field is changed.

Hostname

Enter the hostname that will be associated with this FaxFinder unit. It is recommended that the Hostname entered here be resolvable (by DNS or otherwise). The FaxFinder uses the name entered here in two ways. This name is used to identify itself when connecting to an SMTP server and it's used in conjunction with T.37 formatted emails sent to the FaxFinder for Store and Forward faxing. The hostname portion of the 'To' address (in T.37 emails forwarded to the FaxFinder) needs to match the hostname defined here. The only non alpha-numeric characters that can be used are a period (**.**), a dash (**-**) and an underscore (**_**).

Description

Here you may enter a custom description for this FaxFinder. The description entered here is displayed on the Web Management Home page.

IP Address

Enter a static IP address that is to be used by this FaxFinder. Automatic assignment (DHCP) is not supported. If you are setting this FaxFinder up for the first time, remember that once this has been changed, you will have to be on the same network to make further changes.

Subnet Mask

Enter the appropriate subnet mask value that is to be used by this FaxFinder. A typical subnet mask is 255.255.255.0, though your network may be different.

Default Gateway

Enter the IP address of the default gateway on the network for this FaxFinder unit. The default gateway is what allows the FaxFinder to contact network addresses outside of the local network. This is necessary for contacting an internet time server or SMTP server.

Primary DNS

Enter the primary domain name server (if any) that this FaxFinder unit will use for name resolution of IP addresses. Changing this value will require a reboot of the unit.

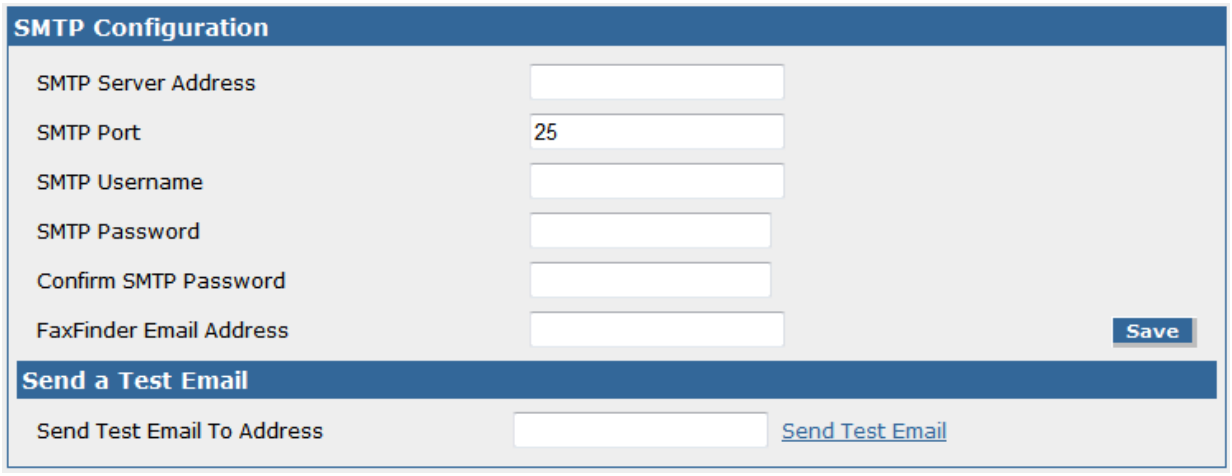
Secondary DNS

Enter the secondary DNS server (if any) for this FaxFinder unit. Changing this value will require a reboot of the unit.

Save button

When you have entered your information, be sure to click the save button before navigating away from this page, else your changes will be lost.

SMTP



The SMTP section contains the information needed to setup email usage with the FaxFinder, as well as a way to test the setup by sending an email. It is required that your SMTP server be configured to accept (or “relay”) emails generated by the FaxFinder. There are various elements Email servers may look at/use when choosing to accept and relay Email messages. The most common elements are: the IP address of the SMTP client (the FaxFinder), the hostname provided by the SMTP client when connecting to the SMTP server, the authentication credentials provided by the SMTP client, the Sender Envelope Email address provided by the SMTP client and the From Email Address. Any or all of these elements can be used along with other factors.

Note: Incoming Faxes that are to be routed by email to Fax Recipients will not be delivered unless this section and your Email server are configured correctly.

SMTP Configuration

SMTP Server Address

Enter the IP address of your SMTP server that will relay emails generated by the FaxFinder. This can be either an IP address or Hostname. If you enter a Hostname, then the FaxFinder needs to be configured with an appropriate DNS server address. This is where emails will be sent.

SMTP Port

Enter the SMTP port to be used here (the default value for SMTP is 25).

SMTP Username

If your SMTP server requires authentication, enter the username that the FaxFinder unit will use for validation on the email server.

SMTP Password

If necessary for authentication, enter the password associated with the above username.

Confirm SMTP Password

Re-enter the password in order to avoid possible errors in the password previously entered.

FaxFinder Email Address

An Email address entered here is used to define the Sender Envelope address of this FaxFinder. If this field is left blank, the Sender Envelope will be *ffmailer-noreply*@theFaxFinder'shostname. Depending on the type of email generated by the FaxFinder (administrative or fax delivery), the "From" address displayed when viewing the email will be either the address defined here or a combination of it and the FaxID provided by the remote fax machine.

Save button

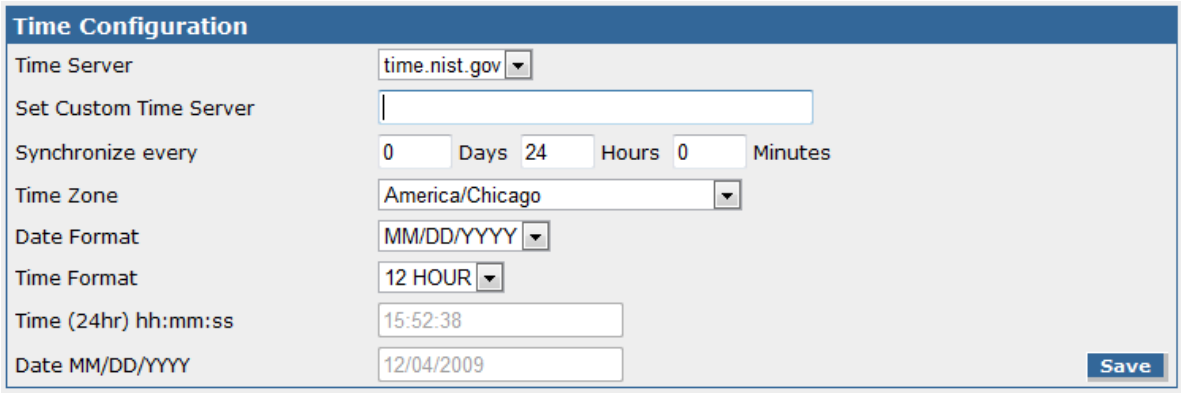
When you have entered your information, be sure to click the save button before navigating away from this page, else your changes will be lost.

Send a Test Email

Send Test Email To Address

Enter an email address here that you would like to send a test email to for verification that the settings entered are correct and then click the 'Send Test Email' link.

Time



Time Configuration

Correct time settings are important for logging and verification purposes. This section allows you to enter a preferred time server as well as your preferences for time and date display format.

Time Server

Select a time server from the choices available in the drop-down box or you may also select 'none.' When you select **None**, the *Time* and *Date* settings are no longer grayed-out and are available for you to set the current time.

Add Time Server

Here you may enter the name or address of a time server different from those available in the drop-down list.

Synchronize Every

Enter the interval of time that you want the FaxFinder to synchronize with the time server. This is only valid if you have selected a time server.

Time Zone

Select the time zone where the FaxFinder will be located from the drop-down list. Changing the time zone requires a reboot of the FaxFinder for it to take effect. A pop-up will alert you that a reboot will be performed, to which you may select cancel if you do not want to reboot at this time.

Date Format

Select the format that you want the date to be presented in. Key: '*M*' is for month, '*D*' is for day and '*Y*' is for the year.

Time Format

Select the time format that you want information presented in (options are 24 or 12 hour).

Time (24 hour) hh:mm:ss

Enter or verify that the time is what you expect it to be. Key: '*H*' is for hour, '*M*' is for minute and '*S*' is for seconds. This is only for when the Time Server has been set to "None."

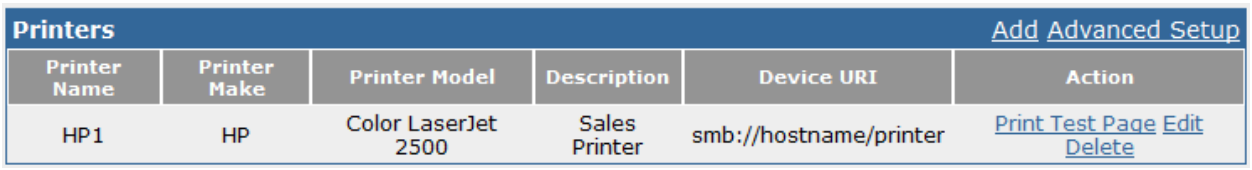
Date mm/dd/yyyy

Enter or verify that the date is what you expect it to be. Key: '*M*' is for month, '*D*' is for day and '*Y*' is for the year. This is only for when the Time Server has been set to "None."

Save button

When you have entered your information, be sure to click the save button before navigating away from this page, else your changes will be lost.

Printer



Here you can add the printers available to the FaxFinder. Until the first printer is added, the section states 'There are no Printers.' Click the Add link to add a printer.

Printers

The Add and Advanced Setup screens are detailed on the next page. Clicking the Add link will bring up the Add Printer screen where you can add a printer to be used by the FaxFinder.

Printer Name

This displays the name you have entered for this printer.

Printer Make

This will display the maker of the printer selected when you added the printer.

Printer Model

This displays the model selected for this printer.

Description

This column will display any descriptive text that is entered for this printer, *e.g.* "East end printer."

Device URI

This will display the text string that is the Uniform Resource Identifier of the printer. There is a Help link on the **Add Printer** page that shows valid URI types; *e.g.* socket://192.168.2.250 or http://hostname:631/ipp/port1.

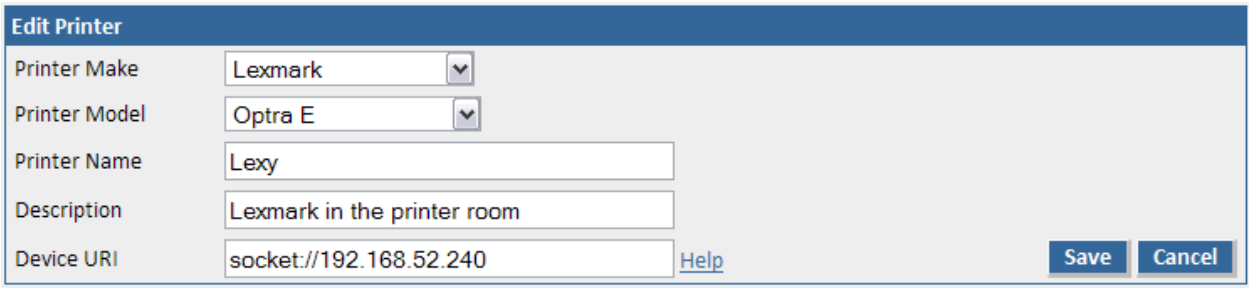
Action

There are three available action links:

Print Test Page
This will print a standard test page to the printer to ensure proper function.
Edit
This will open a new screen for editing the printer information. This screen is identical to the Add Printer screen.
Delete
This will delete the printer.

Add Printer

The Add Printer and the Edit Printer screens are identical, the only difference being that the Edit Printer screen will already contain information previously entered.



Printer Make

Select the manufacturer of the printer you are adding from the drop-down list. If you do not see the manufacturer (make) of your printer, you can use the *Generic* selection.

Printer Model

Select the model of the printer you are adding from the provided list. If you selected Generic above, the selections here will be generic as well.

Printer Name

Enter a name to associate with this printer that users will understand.

Description

Enter a description of the printer you are adding. It is often useful to put the location of the printer here; *e.g.* "East end printer."

Device URI

Enter the Uniform Resource Identifier for this printer. Similar to a website URL, the URI identifies the location of a printer on the network. There is a Help link that shows valid URI syntax; *e.g.* socket://192.168.2.250 or http://hostname:631/ipp/port1.

Advanced Setup

Advanced Setup

This will bring up the Common UNIX Printing System (CUPS) page. This page is provided for advanced printing configuration and job control.

Note: *This page is provided using the GNU General Public License software agreement. A copy of the GNU GPL can be found on the product CD.*

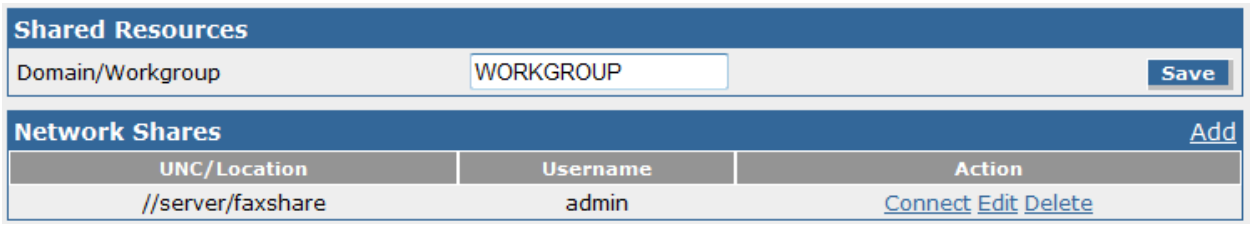
Save button

When you have entered your information, be sure to click the save button before navigating away from this page, else your changes will be lost.

Cancel button

Clicking on the cancel button will cause you to lose all information entered and return you to the previous screen.

Shares



The shares screen allows the administrator to create a place for faxes to be sent for retrieval by more than one person. Anyone with network rights to the shared folder can view the faxes sent there. Creating a location to share access to multiple users can be a good way to ensure that faxes are responded to in a timely manner, especially in a sales environment. Others benefits are the ability for employees to cover for each other when someone is out of the office and for electronic archiving of faxes to a single location.

Note: It may be necessary to enable 'Simple File Sharing' when using a Microsoft Windows network.

Shared Resources

Domain/Workgroup

Enter the domain where the FaxFinder will be operating. This box is pre-populated with the default value of 'WORKGROUP.'

Save button

When you have entered your information, be sure to click the save button before navigating away from this page, else your changes may be lost.

Network Shares

By clicking on the Add link, you will bring up the Add Network Share screen where shares can be added.

UNC / Location

This column will display the Universal Naming Convention identifier or location entered for this shared resource.

Username

This column will display the username for the network that is associated with this shared resource.

Action

Connect

Clicking this link will connect you to the shared resource.

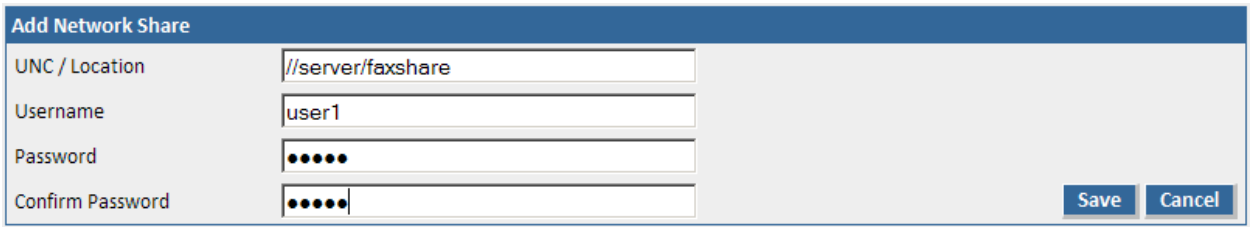
Edit

Clicking on this link will allow you to edit the parameters of this shared resource.

Delete

Clicking this link will delete the shared resource from use by the FaxFinder unit.

Add Network Share



After entering and saving a new network shared resource, you will see the message "Network Share updated" appear at the top of the screen. The network share is a common location when received faxes may be routed to. For those with access rights to this shared location, all information is accessible for use.

UNC / Location

Enter the Universal Naming Convention identifier or network location in this box. An example of a UNC or location would be '*//server/service*' or '*server**service*.'

Username

Enter the username that has *write* access to the shared location. This can be a general account or one specific to the folder that is to be shared.

Password

Enter the password associated with the above username.

Confirm Password

Re-enter the password in order to avoid possible errors in the password previously entered.

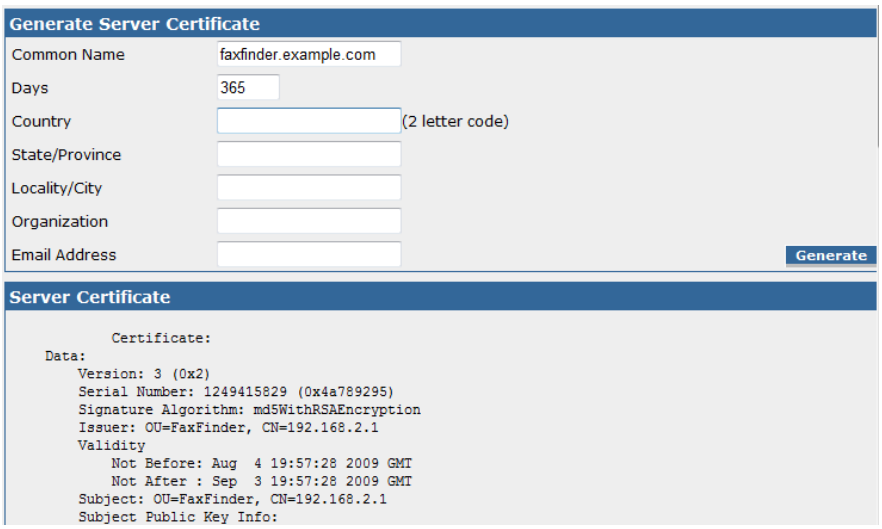
Save button

When you have entered your information, be sure to click the save button before navigating away from this page, else your changes will be lost.

Cancel button

Clicking on the cancel button will cause you to lose all information entered and return you to the previous screen.

Certificates



A site certificate is needed for a browser to allow access to the FaxFinder unit. This certificate is self-signed, so your browser will likely show a security warning (which simply means the certificate is not authenticated by a third party) before you can continue. Use this page to replace the default certificate with the one that contains details specific to your installation. These values are for identification purposes only. Creating a new certificate will require a reboot of the FaxFinder. A pop-up will warn of this and allow you to cancel the changes if necessary.

After generating a new certificate, you may have to make an allowance in your web browser to log back in to the FaxFinder unit. Browsers will not allow access without a valid certificate and the FaxFinder does have a valid certificate, but it is self-signed (*i.e.* no third party verification), so your browser displays a warning about this. You may safely continue (Internet Explorer), or in the case of Firefox, temporarily add the FaxFinder certificate to the exception list. Details on how to add to an exception list can be found in Chapter 2.

Generate Server Certificate

Common Name

Enter the common name associated with the certificate. This should be set to the Hostname or IP address, depending on which you will use when connecting to the FaxFinder. A web browser will use this field to check for a valid certificate. No more than 64 characters are allowed.

Days

Enter the number of days that the certificate is valid. No more than 3 digits are allowed.

Country

Enter the country that the certificate is valid for using in, using its two letter code. A search for “country codes” at www.iso.org will give you a list if needed. The code US is for the United States.

State/Province

Enter the state or province that the certificate is valid for. No more than 64 characters are allowed.

Locality/City

Enter the city or locality that the certificate is valid for. No more than 64 characters are allowed.

Organization

Enter the name of the organization that the certificate is valid for. No more than 64 characters are allowed.

Generate Server Certificate continued:

Email Address

Enter the email address of who is responsible for the FaxFinder (typically the administrator). This field may be left blank. No more than 64 characters are allowed.

Generate button

Click on the generate button to create the certificate based on the information above. This will require an immediate reboot of the unit (a pop-up window will allow you to cancel the action).

Server Certificate

The details of the verification certificate for the FaxFinder unit are displayed in this box.

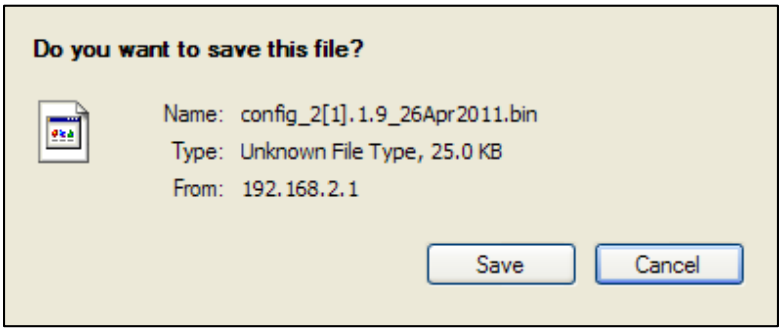
Save/Restore

After you have entered the specific settings to have your FaxFinder working in your environment, coming here to save those settings is a good idea. Were something to happen and you lost what had been entered, you can easily reset the unit to working condition if you have a saved configuration file.

Save/Restore Configuration

Save Config

The Save Config link will back up all current settings into one configuration file that can be retrieved later using the restore configuration option.



Click on the **Save File** button, and then click **OK**. When saving a configuration file, try and use a place that will help you remember where it is stored.

Restore Factory Defaults

Clicking this link will reset all data in the FaxFinder to the default values that were set at the factory. Use this with caution. This will reboot the FaxFinder.

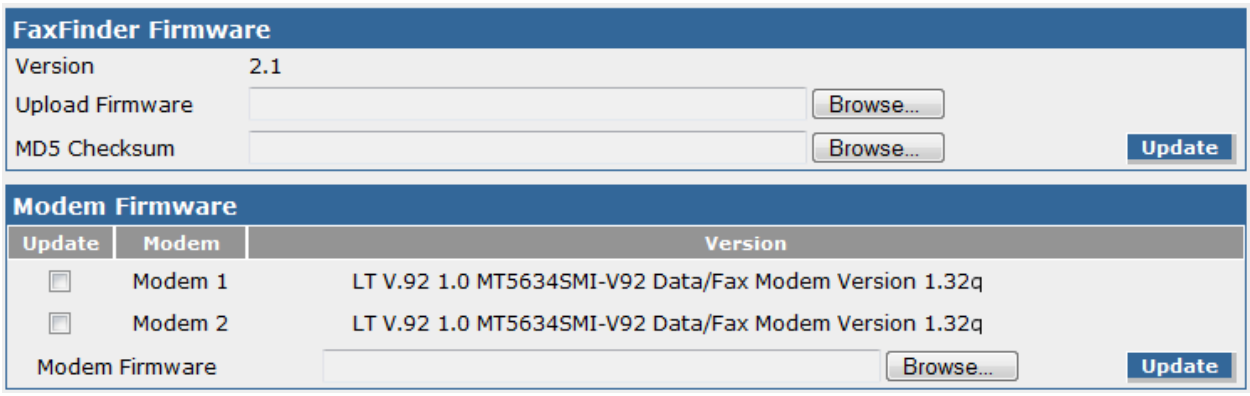
Restore Config

Click on the **Browse** button after the box to navigate to a previously saved configuration file. Once selected, click the **Restore** button to have those saved values used once again.

Restore button

Once a saved configuration file has been entered in the *restore config* box, clicking the restore button will use those values that were retrieved above, to set up the FaxFinder with the values saved in that configuration file. This will reboot the FaxFinder.

Firmware



There may be occasions where features are refined or added to the FaxFinder unit. Such features will be available through updating of the firmware that exists in the FaxFinder. After downloading firmware archive, extracting it to the local drive, browsing to that location and updating the firmware is a relatively easy process.

FaxFinder Firmware

This section is for the FaxFinder unit itself. For the internal modems, please see the section below. Before flashing in new firmware, it is a good idea to save the current configuration.

Version
This will display the current version of the firmware installed in the FaxFinder unit. Please verify that this version is older (generally a smaller number) than the firmware you intend to upgrade the unit with. Do not roll back firmware in a FaxFinder unit unless you are directed to do so by Multi-Tech Technical Support.

Upload Firmware (*.bin)
Click on the Browse button and navigate to the local folder containing the new FaxFinder firmware that you wish to install. Please ensure that you are updating with a newer version of firmware than what already exists in the FaxFinder unit. If you do need to downgrade the firmware, the current configuration may not be able to be restored, so it is suggested that you save a configuration file specific to each version of firmware.

MD5 Checksum (*.bin.md5)
Use the Browse button to navigate to the MD5 checksum file that will verify the firmware is valid for use. This is a very small file that is a safety net for possible firmware file corruption that can occur during a download or be caused by bad sectors on a hard drive.

Update button
Click the Update button to begin the firmware upgrade process. This will take several minutes, after which you will need to log in to the FaxFinder unit again. Please wait until the update graphic stops spinning and you are taken to the Login screen. When prompted, you may re-login to the FaxFinder unit.
Important: do not power off the FaxFinder during the update process.

Note: When a FaxFinder unit is being upgraded, the HTTPS port (TCP 443 by default) and TCP port 80 (the traditional HTTP port) need to be forwarded (open) to the FaxFinder if there is a firewall or other security software that will potentially block those ports. Additionally, on rare occasions the upgrade processing on the server takes longer than expected, resulting in your browsing declaring a time out when it navigates to the login screen. If this occurs, wait approximately 1 minute and then refresh your browser.

Modem Firmware

This section is for the internal modems of your FaxFinder unit. Your model will determine how many internal modems are available. For updating the FaxFinder unit itself, please see the section above.

Update
Check the box associated with each internal modem that you want updated with new firmware. You may select as many or as few modems to be updated as you like. Please ensure that the modems are not currently in use sending or receiving a fax before starting this process.

Modem
This shows the name of the internal modem for verification that you are selecting the modem you wish to update.

Version
This displays the current version of firmware for each internal modem. Please make sure that the firmware that you intend to flash into the modem is newer than what already exists in the modem. Only flash in older firmware when directed to by Multi-Tech Technical Support.

Modem Firmware (.hex)

After downloading the new modem firmware archive, extracting it and saving it to a local folder, click the Browse button to navigate to the modem firmware file that you want to upgrade the internal modems with. The firmware files will have an extension of *.hex* – if you do not see the file extension it is likely that you have view extensions turned off in your operating system, but this has no affect on the update.

Update button
Click on the Update button to begin to upgrade the modem firmware. Please ensure that the modems are not currently in use sending or receiving a fax before starting this process.

Important: do not power off the FaxFinder during the update process.

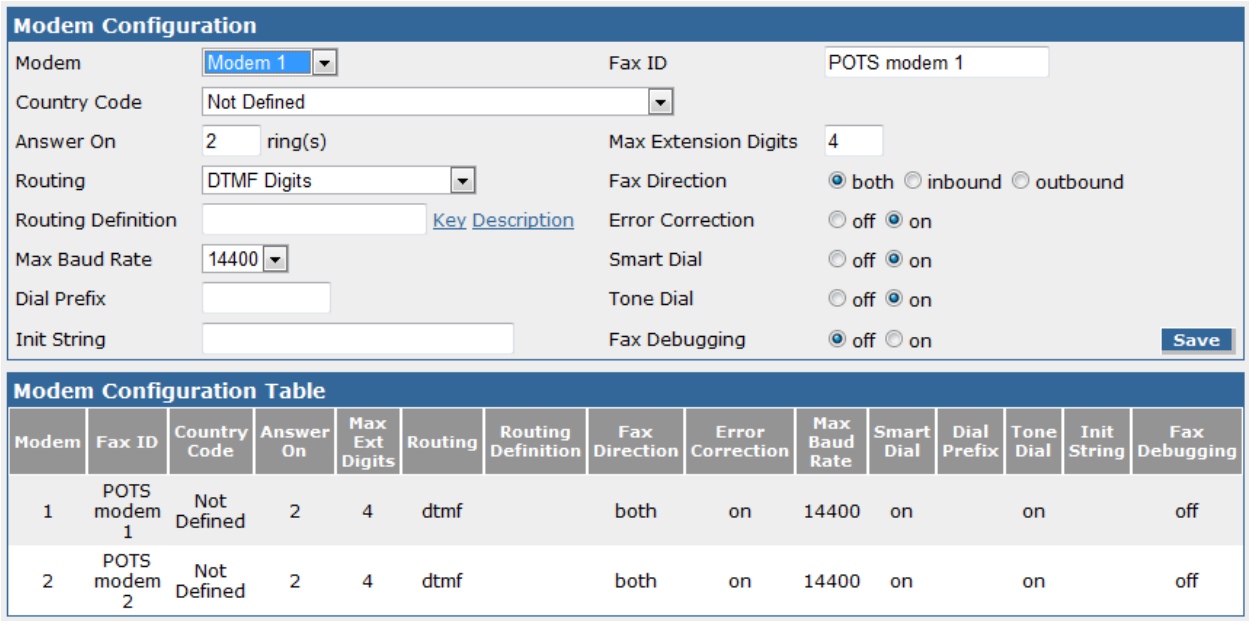
Reboot

Reboot Unit

Clicking on the Reboot button will log off the current user and restart the unit. Please make sure that there are no faxes being sent before you click reboot. The FaxFinder will not be able to send or receive faxes during the reboot process.

Fax Configuration Section

Modem



Be sure to set the country code for your location as well as look at the routing for your specific setup. Should you need to adjust some settings for your PBX or local phone lines, many options are available.
Note: Please read the *Fax Branding Statement* in **Appendix E** for important legal information about faxes.

Modem Configuration

Use the Fields in this section to change or set the fax parameters for each port in your FaxFinder.

Modem

Select the number associated with the internal modem that you want to configure. Each modem can be set individually or you can select All Modems to configure all internal modems to be the same.

Fax ID

This is what will be used as the fax page header. Typically the fax number of the modem or company name is entered here so that each page can identify with the number of the sending party. Please see the FCC website for regulations regarding this.

Country Code

This selects the Country Profile Code given to the modem. For correct operation set this parameter to match the country the FaxFinder will be deployed in.

Answer On

When the "Routing" parameter is set to "POTS Line" enter the number of rings that you want the individual modem to answer after. When, for example, this is set to 2, the internal modem will seize the line after two full ring sequences have been detected. When the "Routing" parameter is set to "DTMF Digits" or one of the "PBX mode code" options, the value specified in this field is not used. PBX mode code and DTMF Digit routing will always pick up after 1 full ring detect sequence.

Max Extension Digits

This parameter is used when the "Routing" parameter is set to "DTMF Digits" or a PBX mode code. Enter a value that matches (in length) the number of DID digits to be passed by the line/PBX to the FaxFinder Fax modem port. The supported range (length of DTMF string) is from 1 to 15 digits.

Routing

This parameter only applies to inbound Fax Calls (calls from the PSTN). This parameter selects whether or not the FaxFinder modem should look to the line (e.g. PBX ext. line plugged into the modem) for DID routing information in the form of DTMF digits. The selected Routing parameter directly effects how certain fields of the "Inbound Routing" menu should be set up.

There are 3 basic options: *POTS Line*, *DTMF Digits* or a *PBX specific Mode Code*.

POTS Line: POTS Line routing configures the modem to act in a more traditional Fax answering role - where the modem does not look for DID routing information from the line/PBX. After the modem receives the Fax, the FaxFinder delivers the Fax based on the option(s) defined for this modem (line number) in the "Lines" section of the "Inbound Routing" menu.

DTMF Digits: DTMF Digits routing configures the modem to listen for DID Routing information from the PBX/line (upon going off hook after the first ring). The DID (direct inward dial) information needs to be a string of DTMF digits. This string is normally associated with the fax number dialed by the originating side fax device. DID information is also referred to as Called Number information. Upon hearing the expected number ("Max Extension Digits" parameter) of DID digits the FaxFinder modem will then make fax answer tones to begin the reception of the incoming fax. After the modem receives the Fax, the FaxFinder scans the "Recipients" section in the "Inbound Routing" menu, looking to match the DID number it heard with entries in the Recipients table - to determine delivery options.

PBX Mode Code: PBX Mode Code routing is the same as DTMF Digits, except that the string of DTMF digits/tones that comes from the PBX contains additional information not used by the FaxFinder (information normally intended for a station phone). The FaxFinder needs to know the format of the incoming mode code to be able to identify and extract the DID extension number imbedded within it.

Note: When DTMF Digits or PBX Mode Code routing is selected, the FaxFinder modem will listen up to 15 seconds for all of the expected DID routing information. If none or only a portion of the expected digits are detected, after 15 seconds the FaxFinder modem will declare a timeout and then proceed to make fax answer tones. After the fax is received, the fax will be delivered as if POTS Line is the selected routing technique.

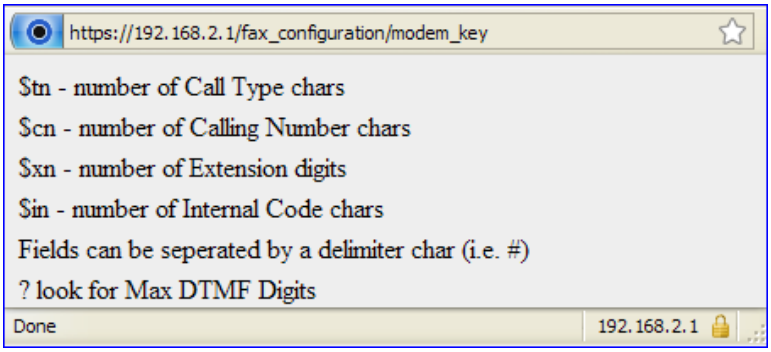
Fax Direction

This parameter defines how the FaxFinder fax server is to use this modem line with regards to fax call direction. Should the FaxFinder use this port to dial from and send out faxes (Outbound), or should it only expect to receive faxes on this line and not use it for sending (Inbound), or Both? Set this parameter in conjunction with how the equipment/analog line connected to this port is to function in this same regard. If the FaxFinder port is set to a Fax Direction of Outbound, but the PBX/Telco line connected to this port sends a call/ring to this port, the call will go unanswered.

Routing Definition

The formula of the selected PBX mode code is displayed here. The pre-defined vendor specific PBX mode codes provided via the Routing menu cannot be changed. If your model of PBX is not listed or if our pre-defined code for your brand of PBX does not match what your PBX is sending, then select the "User Defined" Routing option. When User Defined is selected, the Routing Definition field is used to create your own formula/definition. The purpose of the definition is to identify the elements within the code sent by the PBX, so the FaxFinder can mask information not needed and identify the extension number that is needed. Click on the Key link for a translation of parameter options.

Key


https://192.168.2.1/fax_configuration/modem_key
$tn - number of Call Type chars
$cn - number of Calling Number chars
$xn - number of Extension digits
$in - number of Internal Code chars
Fields can be seperated by a delimiter char (i.e. #)
? look for Max DTMF Digits
Done
192.168.2.1

Clicking on the Key link will bring up a window with a list of potential parameters that can be set for each modem. The ***n*** for each definition is the variable number.

For Call Type, Calling Number and Internal Code ($tn, $cn, $in) replace ***n*** with the number of digits you want masked or ignored.

For Extension digits ($xn), replace ***n*** with the number of extension digits used for inbound routing of faxes to recipients listed in the inbound routing configuration. For predefined mode codes that use “$x?” as the Extension Digits variable - use the Max DTMF Digits parameter to define the number of DID extension digits to use.

Description

This will explain the mode code definition currently selected (if any) in the "Routing Definition" field.

Error Correction

Select On or Off for T.30 error correction to be used or not for this modem. Default is ‘On.’

Max Baud Rate

Select the maximum connection (baud) rate that is to be allowed on the modem. Default is 14400.

Smart Dial

Select On or Off to have Smart Dial available or not to the modem. With Smart dial set to ‘On’, the modem will wait to detect a dial tone before dialing.

Dial Prefix

Defining a dial prefix (*e.g.* a "9" to dial an outside line) is a global setting applied to all outbound calls made from this modem port. Any value defined here will be added to the beginning (prefixed) to all fax numbers of outbound faxes, regardless of how (or by who) a fax was submitted.

Tone Dial

Select On or Off for Tone dialing (‘Off’ would indicate pulse dialing). Default is On.

Init String

This field is used to define any additional AT modem commands that may be needed for your faxing environment. AT commands entered here will be issued to this modem prior to every call that occurs on this port, inbound or outbound.

Fax Debugging

Select On or Off for Fax Debugging information to be logged or not.
Regardless of how this parameter is set - when the FaxFinder modem is attempting to send a fax or is in the process of receiving a fax and a communication error occurs with the remote fax device, a Modem Log file of the failed fax session is made available via the FaxFinder Web Management log menus and the Modem Log is attached to any Email that is normally generated with the delivery or acknowledgment of the fax.

When Fax Debugging is enabled, the log file provided will contain significantly more data about the fax call. When disabled, the information within the log file is limited.

Warning: Use of this feature should be in a targeted fashion (*e.g.* enable the feature, reproduce / duplicate the problem, gather the log file and then turn the feature off). Fax Debugging On should only be used at the direction of Multi-Tech Support.

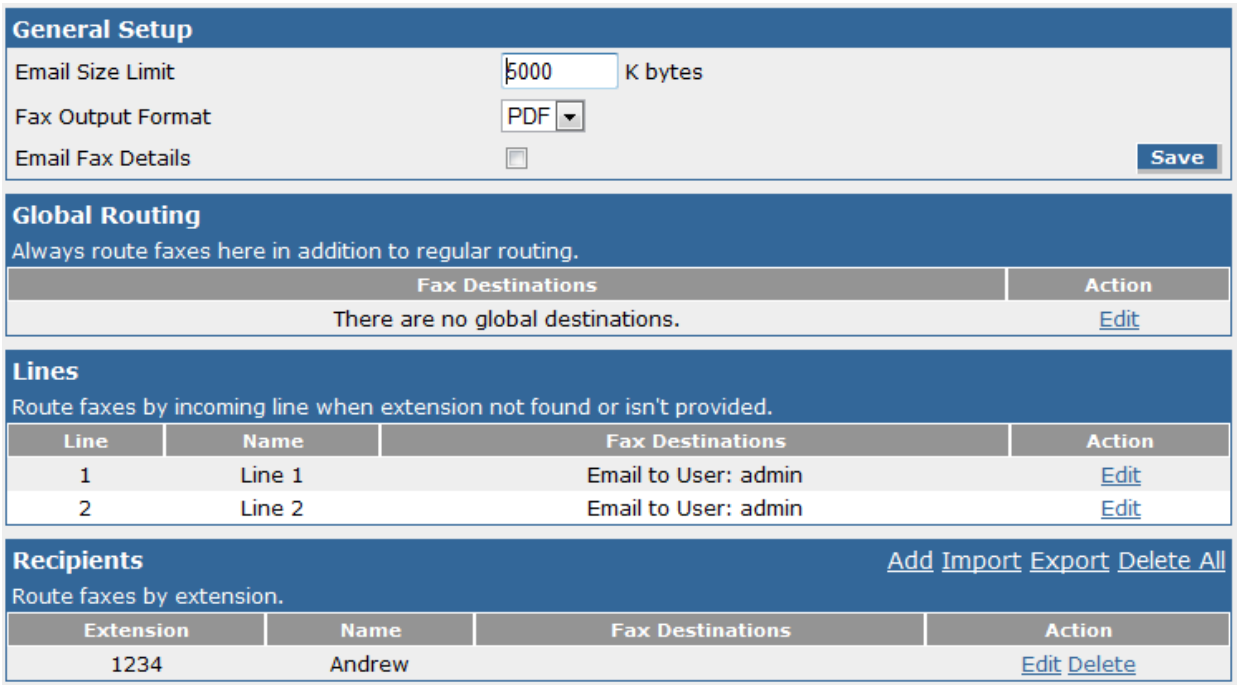
Save button

When you have entered your information, be sure to click the save button before navigating away from this page, else your changes will be lost. If any parameter for a modem has been changed, upon clicking the save button, that modem will be immediately initialized; unless it's currently in use -then it will be applied after the current call is completed.

Modem Configuration Table

This section displays the current settings of each fax modem in your FaxFinder.

Inbound Routing



There are several ways an incoming fax can be routed and delivered. They can be routed globally, by the line it was received on or by extension number. They can be delivered via Email, sent to a Printer or written to a network Share.

A global routing entry will route every incoming fax to the defined Fax Destination (regardless of entries in the Lines table and the Recipients table).

Line routing is used when the "Routing" parameter for that Line/modem (in the Fax Configuration menu) is set to POTS Line. Line Routing is also used to define a default Fax Destination when extension information is not obtained.

Routing faxes to Recipients (Fax Destinations) based on the extension number requires the "Routing" parameter (in the Fax Configuration menu) be set to DTMF Digits or one of the PBX Mode Code options. This type of routing requires the PBX/phone line to provide DID extension information in the form of DTMF digits. The FaxFinder matches the DID extension information from the PBX to entries in the Recipients table to determine delivery options.

Regardless of the routing criteria, multiple Fax Destinations can be defined per Fax. Each Line and each recipient can have multiple Fax Destinations defined.

Each delivery mechanism (Email, Printing, Shares) requires appropriate configuration in the System Configuration menu.

General Setup

Email Size Limit

Set this value (in kilobytes) to match any size limitation implemented by the SMTP server that accepts and relays emails from the FaxFinder (emails with inbound faxes attached to them).

Any incoming fax that is over this set limit will automatically be recreated as multiple, smaller faxes that are below this limit. Each smaller Fax will be emailed separately. The Subject line of each Email will state "Fax Received (*x* of *n*) From..." where for example "*x* of *n*" is "1 of 3" and so on until the total of "n" is reached (3 of 3 in this example).

Fax Output Format

Choose the format (either *.PDF* or *.TIFF*) that you want inbound faxes to be presented as.

Email Fax Details

Check this box if you want detailed information about the fax included in the email body for incoming faxes.

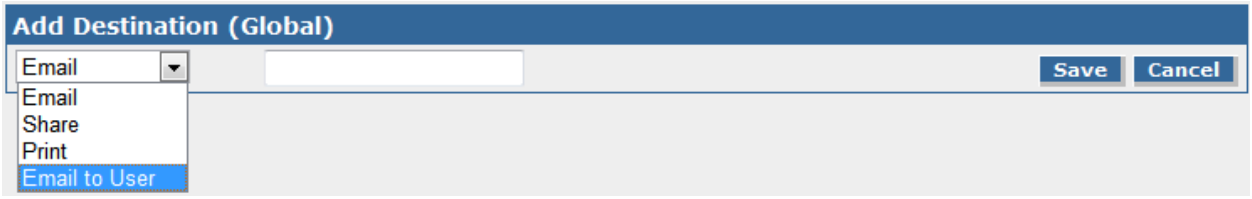
Global Routing

Fax Destinations

This displays a destination for inbound faxes to always be routed in addition to their intended recipient.

Action

Here you will find a link to Edit the parameters set for Global Routing. Details of the edit Global Routing screen are found below.



Add Destination (Global)

Select the global destination from the drop down list. Some of these selections will require you to add the related information in the second field. Destinations available are: *Email*, *Share*, *Print* and *Email to User*. Your choice here will determine what information you must provide before clicking the update button.

Save button

When you are finished with your selection, click the Save button to set the global destination.

Cancel button

Clicking on the cancel button before saving changes will cause you to lose all information entered and return you to the previous screen. Clicking on the Cancel button after you have saved changes to the Global Destination will return you to the previous screen.

Lines

This table is used to define the Fax Destination(s) associated with each Line (fax port) of your FaxFinder. These destinations are used when "POTS Line" is the selected routing method for the particular port or when no valid extension information is obtained for the particular call. By factory default, each Line is configured with one Fax Destination (delivery option) of, Email the fax to the system Administrator.

Line

The Line number designation that matches the Line number on the back of the unit.

Name

This displays the description associated with that particular modem.

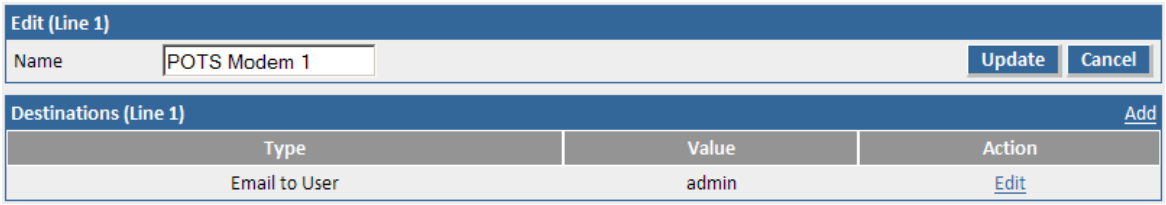
Fax Destinations

This displays the current delivery option or options set up for the Line.

Action

Here you will find a link to Edit the delivery options for this Line. Details of the edit options are found below.

Edit



The edit action link will bring up the *Edit Line* screen:

Edit (Line #) (the actual number will replace the # symbol as the screen above shows)

Name

The description box will show the name associated with the line that we are currently editing.

Destinations

Edit the Destination if you want to change the default settings (sending the fax to the admin account via Email).

Type

As described above, possible destinations are: Email, Share, Printer, Trash or Email to User. If the Trash destination is selected, no other destinations can be defined for this Line.

Value

This shows value associated with destination (*e.g.* a Share type would show the network folder //server/share).

Action

Here you may Edit or Delete a destination.

Add Destination button

Use this button to add and define additional Fax Destination to this Line being edited. Drop down list options are Email, Share, Print and Email to User. Enter the destination associated with your choice.

Save button

When you are finished entering your destination information, be sure to click the Save button or any changes will be lost when you navigate away.

Cancel button

Click on the Cancel button to navigate back to the previous screen.

Recipients

The Recipients table is used to associate one or more fax destinations (delivery options) to an extension number. An entry to the Recipients table is to consist of an extension number and name, with one or more fax destination.

A fax destination (intended recipient) can be a user account found in the Users menu of this FaxFinder, it can be a Printer or a Network Share this FaxFinder has access to, it can be an Email address of someone external to your FaxFinder who is not listed in the Users menu or the recipient can simply be a trash bin. There are four action links used to manage the Recipients table: Add, Import, Export and Delete All.

Import and Export functions of Recipients

The Import and Export functions (of the Recipients table) are designed for use with FaxFinder specific formatted CSV files. The CSV file created by the Export process is a 4 value formatted file. The first line of the file is a header describing each value:

```
Extension,Name,Destination type,Desintation value
1001,John Doe,Email,jdoe@company.com
1002,Jane Doe,User,Janie
2000,Sales Department,Email,sales@company.com
2000,Sales Department,Printer,HPLJ3035
2000,Sales Department,Share,//sales_server_name/share_name/folder_name
```

The example .csv file above contains 5 Fax Destinations associated to 3 Extensions. This file would add 3 entries to the Recipients table (1 of which would have 3 Fax Destinations).
Your file that is to be imported does not need to include the header, but it does have to include and conform to the sequence and format of all 4 values described in the header.
The Extension value must be a numeric string.
The Name value can be an alpha numeric string.
The Destination type must be one of the following: *Email, User, Printer, Share* or *Trash.*
Destination value:
For 3 of the 5 possible Destination types, the associated Destination value must already exist in the System for the Import to be successful.

```
1003,Mr. Smith,Email,smith@gmail.com
```

The Email type requires any valid email address.

```
1004,Bob Rogers,User,brogers
```

The *brogers* User account must pre-exist in the Users menu of your FaxFinder for the Import to be successful.

```
2001,Engineering Department,Printer,Eng_HPLJ4000
```

The HP Printer needs to pre-exist in the Printer menu of System Configuration for the import to be successful.

```
2000,Sales Department,Share,//sales_server_name/share_name/folder_name
```

The network share used by the sales department must pre-exist in the Shares menu of System Configuration for the Import to be successful.

```
3000,wrong number,Trash,""
```

The value for the destination type of Trash must be two consecutive quote marks.

Note: Given the uniqueness of these variables, exporting from one FaxFinder and then importing that file into another FaxFinder is the targeted scenario. Another workable scenario is creating a CSV file (from another source) with all the destination types specifying Email (which doesn't require pre-existing information to be configured within your FaxFinder).

Add Recipients

Clicking on the Add link will bring up the Add Recipients screen.

Extension
Enter the DID extension number for this Recipient being added. This extension number is dictated by your PBX and/or Telco line service.

Name
Enter a name for this Recipient being added.

Save
Click the Save button to add the Extension entry to the Recipients table. The entry must be saved before Fax Destinations (delivery options) can be added to it.

Destinations (Extension)

After adding a Recipient, the Add Destination menu for this extension will appear.

Add Destination (to created extension)

Click the **Add** link to associate a fax destination to this extension (*Email, Share, Print, Trash, Email to User*).

Save
When you are finished entering your destination information, be sure to click the Save button or any changes will be lost when you navigate away.

Cancel
Click the Cancel button to Navigate back to the previous screen.

Click the **Add Destinations** link to add another fax destination to this extension or click the Cancel button if finished adding destinations to the Recipient/Extension.

Import Recipients from CSV

Clicking on the Import link will bring up the import screen.

CSV File

Click on the Browse button to navigate to an existing CSV file to add them to the recipient list. The format for the CSV file is detailed below.

Existing Recipients

Select to either merge the new CSV file with the existing data or to replace the existing data with the new CSV information.

Import button

Click on the import button to begin the process or all settings will be lost when you navigate away.

Inbound Recipients CSV Import Format

Fields

Extension,Name,Destination type,Destination value

Values

- Extension: numerical extension.
- Name: This field is used to associate a name or description to Extension number. Does not need to be repeated for multiple destinations for the same extension. Only the description for the first destination is used.
- Destination type: One of the following types "Email", "Share", "Print", "User", and "Trash."
- Destination value: The value of the destination appropriate for the type (shown below):
    - Email: email address
    - Share: The full UNC path of the network share. The share must already be set up on the FaxFinder.
    - Print: The name of the printer. (The printer must already be set up on the FaxFinder).
    - User: The username of the existing FaxFinder user to email.
    - Trash: No value needed.

Example:

Extension,Name,Destination type,Destination value
1000,John Smith,Email,jsmith@example.com
1000,,Print,myprinter
1001,Bill,User,bill
1001,Bill,Share,\\server\sharename\folder
9999,Junk,Trash,

Fields may be quoted with double quotes. A header row is optional. The above example would add a total 5 Destinations to 3 Recipients/Extensions.

Export Recipients to CSV

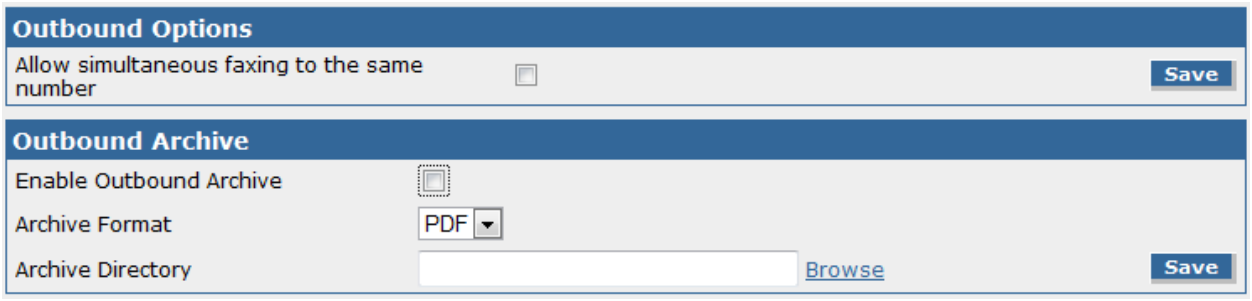
This will export the current recipients list to a CSV file. Click Save on the pop-up window and select a location for the file to be saved at.

Delete All

This will permanently delete all entries in the recipients list.

Outbound

The Outbound page contains a selection box for allowing simultaneous faxing and archiving options.



Outbound Options

By checking the "Allow simultaneous faxing to the same number" box and clicking the Save button, you let the FaxFinder unit send faxes to the same phone number at the same time. This is beneficial for fax recipients who allow calls to rollover or have multiple lines with the same number.

By default, this option is off and the FaxFinder will send faxes to the same number one at a time.

Save button

When you have checked or unchecked the "*Allow simultaneous…*" box, be sure to click the save button before navigating away from this option, else your changes may be lost.

Outbound Archive

Enable Outbound Archive

Check this box if you want to enable outbound archiving.

Archive Format

Select the format that you want the archive saved as. Options are PDF or TIFF with .pdf being the default selection. Be aware that these are image files that cannot be searched for specific words or edited – it is basically a "picture" of the information.
The naming convention used for archived files is: `fax_outbound_#dialed_date_time_faxID#.` The number dialed, date, time and fax ID number are variable; "fax_outbound" will always be the first words of the file.

Archive Directory

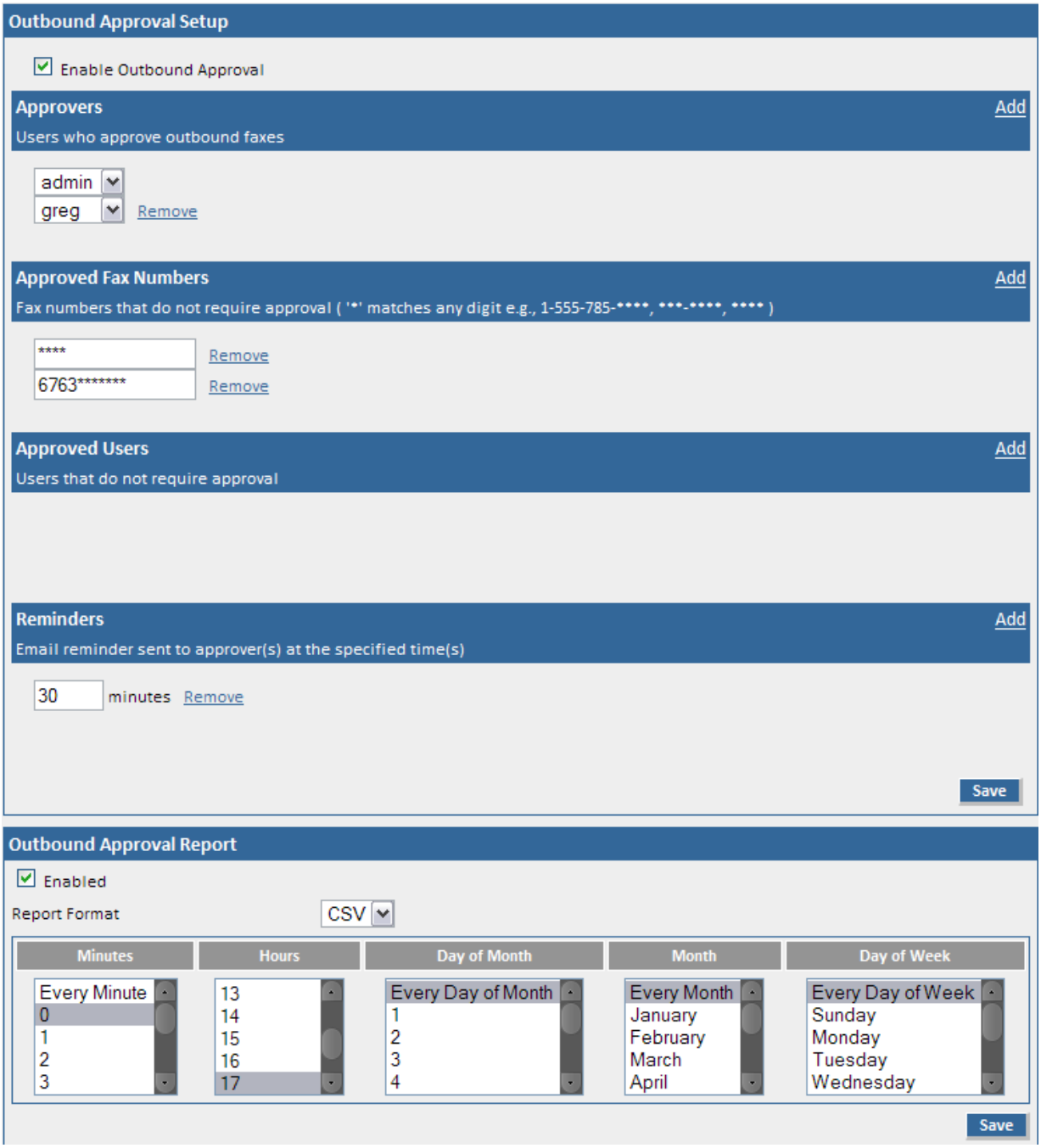
Enter the location of a shared folder that you want the archive to be saved to or click the Browse link to manually locate the shared folder. If you do not have a shared folder already setup in the Shares menu of System Configuration, any entries or use of the Browse link will result in an error.

Save button

After setting the options that you want, click the Save button before navigating away from this section or your settings will be lost.

Outbound Approval

Outbound approval gives an administrator the ability to restrict outgoing faxes through several categories. The details of each section are found on the next page.



Outbound Approval Setup

If you want to use any, some or all of the outbound approval options, you must check the 'Enable Outbound Approval' box here.

Approvers

The 'Approvers' section allows you to add users who are able to allow faxes to be sent out. By default, the Admin account is here.

Add

Click on the Add link to add the selected user from the drop-down list to the list of those who can approve outbound faxes.

Approved Fax Numbers

The approved fax numbers section is for adding phone numbers or portions of phone numbers that are always approved. Numbers added in this section will bypass the checks of the Approved Users section.

Add

Click on the Add link to add a phone number or add a portion of a phone number with the asterisk (*) wildcard to allow for variants (*i.e.* digits that follow an approved area code or local prefix).

Clicking the Add link will create an empty text field in this section where you can add the phone number, then click the **Save** button at the bottom of the page to confirm it.

Approved Users

The Approved Users section lists users that can send faxes without needing to be approved. By default, the admin account is entered here. Click on the Add link to add more exempt users.

Add

Clicking on the Add link will create another drop-down list box where you can select the user from the entire list of users entered in the FaxFinder unit. When you have added all the users that you want added to the approved list, click the Save button at the bottom of the page to ensure your entries are not lost.

Reminders

Reminders in the form of an email message will be sent to all users listed in the 'Approvers' section at the top of the section. By default, three time intervals are listed: 30 minutes, 60 minutes and 1440 minutes. Click on the Add link to add more times or the Remove link to delete times.

Add

Click on the Add link to create a new text box for entering a time (in minutes) for the FaxFinder to send an email reminder to all Approved users.

Outbound Approval Report

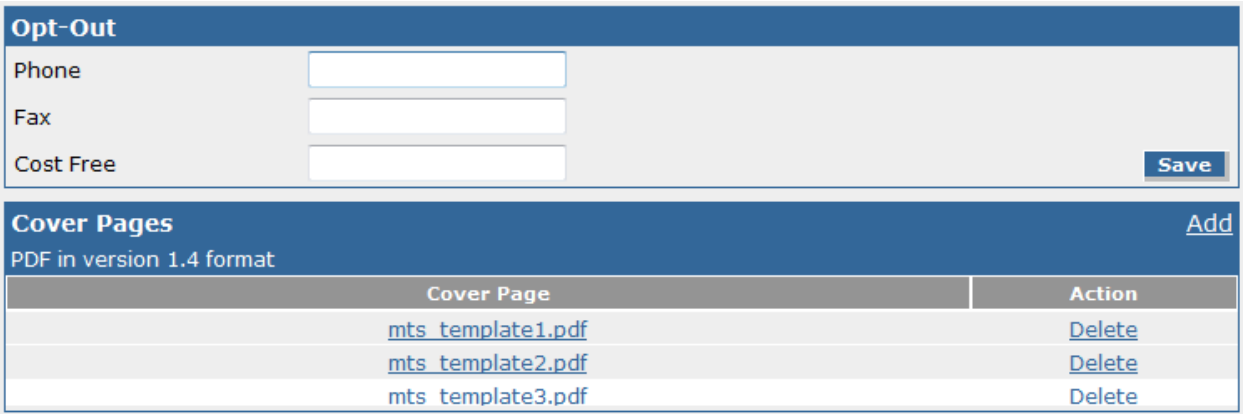
If you want reports of the approved faxes to be sent to the 'Approvers', check the 'Enabled' box here. Select the format that you want the report sent as from the drop-down list. Both *.csv* and *.xml* formats are available, with CSV being the default selection.

The table at the bottom allows you to customize the frequency in which the report is generated and sent out. This is the same style as used in the Fax Log purge.

Examples of Report Settings:

Send a report every Sunday at 7:00 pm:	**Send report at 11:00 pm on the first every month:**
Minutes is set to 0	*Minutes is set to 0*
Hours is set to 19	*Hours is set to 23*
Day of Month is set to Every day of month	*Day of Month is set to 1*
Month is set to Every month	*Month is set to Every month*
Day of Week is set to Sunday	*Day of Week is set to Every day of week*

Cover Pages



Here you can view or delete a cover page from the supplied pages created by Multi-Tech, or you can import (Add) one of your own. For tips on creating custom cover pages, please see the customization appendix. Cover pages must be in the PDF version 1.4 format. The Opt-Out section is available if you use the FaxFinder for advertisement purposes.

Opt-Out

The placement of the Opt-Out information will depend on the cover page in use. Note that some cover pages are written to expect a certain type of Cost Free method to be used; *e.g.* "Email _____ to opt-out of further fax communications."

Phone

Enter the phone number that can be called to reach you or someone who can remove a phone number from a contact list (opt-out of receiving faxes from this unit or your business).

Fax

Enter the fax phone number that will accept opt-out faxes (to remove the recipient from contact list of this unit or your business).

Cost Free

Enter a 'cost-free' method (email address, toll-free telephone or fax number, Website, etc.) that recipients can use without incurring a cost, and be removed from the contact list of this unit or your business.

Save

After entering your Opt-Out information, click the save button.

Cover Pages

PDF Cover pages to be used with your FaxFinder unit need to be ***version 1.4*** to work properly.

Add

Click on the Add link to open the Add Cover Page screen detailed below.

Cover Page

This column lists the file names of available cover pages as links. Clicking on the name will open the file for viewing.

Action

Delete

Clicking this link will delete the cover page permanently from the FaxFinder unit.

Add Cover Page

Clicking the Add link will take you to the Add Cover Page screen where you can browse to an existing cover page design (PDF file type) that you want to make available as an option on this FaxFinder unit. Even though the browse button allows multiple file types to search for, only PDF files are allowed.

Cover Page

Enter the path and name of the cover page that you want to add or click the **Browse** button to manually navigate to the location of the created cover page.

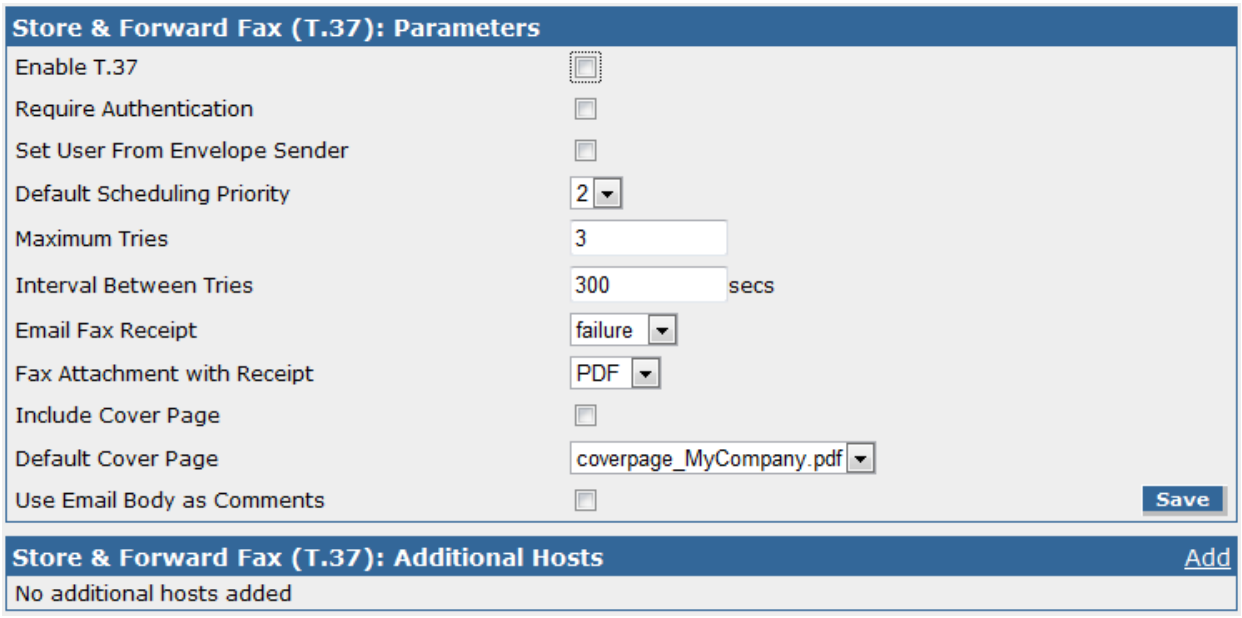
Add button

Click the add button to save the cover page you entered or browsed to and save it to the FaxFinder unit. Once added, the cover page is saved in the unit for all users.

Cancel button

Click the cancel button to discard changes and return to the previous screen.

Store & Forward Fax (T.37)



Store and Forward fax (or T.37) is described in detail with examples in a later chapter. Here we are describing the parameters for T.37 that can be input into the FaxFinder unit through the web interface.

Store & Forward Fax (T.37): Parameters

Enable T.37

To allow the use of Store and Forward faxing on this FaxFinder unit, check this box, else it will not be allowed.

Require Authentication

Check the Require Authentication box to force users to have a valid username and password to use Store and Forward faxing.

Set User From Envelope Sender

Check this box if you want to associate faxes sent out via T.37 Emails with user accounts found in the Users menu of this FaxFinder. The FaxFinder will look to match the Envelope Sender Email address contained within the T.37 Emails to the Email address of user accounts in the Users database. When a match occurs, this fax will be logged as being sent by this user. Additionally, if the Include Cover Page option is enabled, the user's information will be used to populate the Sender Information of the cover page.

Default Scheduling Priority

Select the priority for scheduling store and forward faxing. The range is 0 to 5, with 0 being the highest priority. This setting will come in to play when there are more faxes in the queue that need to be sent out than there are available internal modems.

Maximum Tries

Enter the maximum number of tries that you want the FaxFinder to attempt without a successful completion before considering the fax as failed.

Interval Between Tries

Enter the time in seconds that you want the FaxFinder to wait between unsuccessful transmission attempts.

Email Fax Receipt

Select the condition that will trigger an email to the sender. There are three options here:

Failure – An email receipt will only be sent if the fax fails.

Always – On completion (success or failure) an email receipt will be sent.

Never – The FaxFinder will not send a receipt for any result.

Fax Attachment with Receipt

This option allows you to include a copy of the sent fax with the Email Fax Receipt. Use this drop down box to set the attachment type format. Options are PDF, TIFF or None with the default set to *.pdf* format.

Include Cover Page

Check this box if you want the cover page selected above to be included, otherwise no cover page will be attached.

Default Cover Page

Select the cover page to use by default when using Store & Forward faxing.

Use Email Body as Comments

Check this box if you want to have the body of the email inserted into the fax comments section.

Save button

When you have entered your information, be sure to click the save button before navigating away from this page, else your changes may be lost.

Store & Forward Fax (T.37): Additional Hosts

Recipient Host

This will display a list of additional hostnames and IP addresses that the FaxFinder will accept for Store and Forward faxing. If your hostname is *example.faxfinder.com*, and you want to support T.37 faxing from other hostnames (e.g. ***mycompany***.*faxfinder.com*) this is where you would enter the additional hostname.

Action

These are the action item links available for the T.37 host.

Edit

This will bring up the editing screen for changing the recipient host.

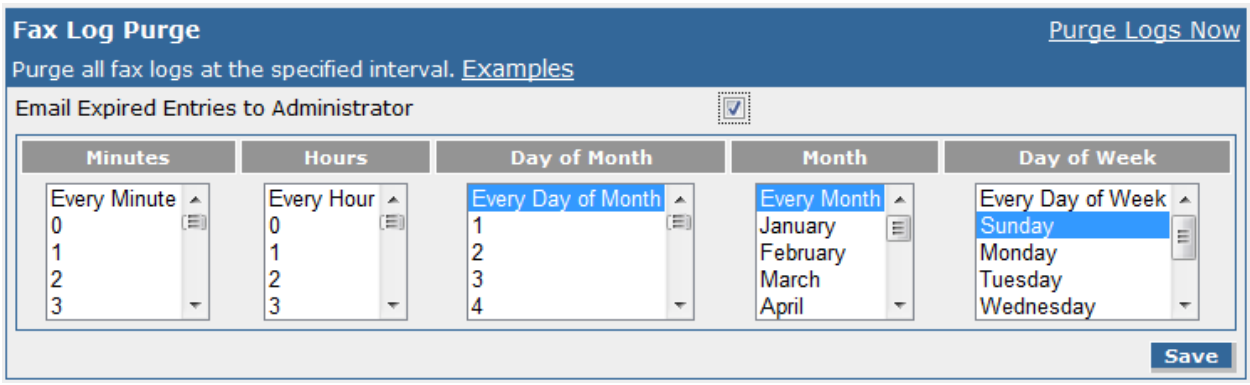
Delete

This will delete the recipient host.

Add

Located in the title bar at the right margin, the Add link will bring up the Add Recipient Host screen where you can add a new recipient host as noted above. Make sure to click the Save button after entering the information or it will be lost once you browse away or close the screen. If you do not wish to add a new recipient, click on the Cancel button and you will be sent back to the Store & Forward Fax screen.

Fax Log



The interval at which the fax log files are deleted can be adjusted here. By default, the logs are removed each day at midnight.

Fax Log Purge

Here is where the timing of log purging is set. The different columns allow for many settings. You can select multiple options by clicking and dragging or by holding down the Shift or Control key while selecting. Clicking on the Examples link will open a pop-up displaying examples as shown below.

Email Expired Entries to Administrator

If you want have the fax logs sent as an email attachment to the administrator before they are deleted, check this box.

Minutes

Should you want to purge log files at intervals that are not on the hour, you can set the minutes.

Hours

This corresponds to the hour of the day when using a 24-hour clock (*e.g.* Hour 19 is 7 pm).

Day of Month

The Day of Month counts forward from the first day, so if you want to delete all fax logs on the 5th of every month, this would be set to 5.

Month

As a long term option, you can set the logs to be purged only in a specific month.

Day of Week

Log files can be set to be cleared on a specific day of the week, or every day of the week.

Email Expired Entries

If you want to keep the FaxFinder unit clear of log files, yet wish to retain the log files, you can check this to have the log files emailed to the administrator email address.

Examples of Fax Log Purge Settings:

Examples are provided to help understand the specific columns.

To purge logs every Sunday at 7:00 pm:	**To purge logs at 11:00 pm on the first every month:**
Minutes is set to 0	*Minutes is set to 0*
Hours is set to 19	*Hours is set to 23*
Day of Month is set to Every day of month	*Day of Month is set to 1*
Month is set to Every month	*Month is set to Every month*
Day of Week is set to Sunday	*Day of Week is set to Every day of week*

Purge Logs Now

Clicking on this link will delete all currently stored logs now instead of waiting for the purge time set above.

Users Section

FaxFinder Users Add Import Export Delete All

Users for logging into the FaxFinder and sending faxes.

Full Name	Username	Email	Phone	Fax	Organization	Action
Administrator	admin	admin@mycompany.com	555-717-9876	(555)1234567	And back again	Edit
First User	Firstuser	first@mycompany.com	5551111	5551112	My Company	Edit Delete
Second User	Seconduser	numbertwo@mycompany.com	(555) 763-9999	(555) 763-9990	My Company	Edit Delete
John Doe	johnd	jd@mycompany.com	5552001	5552002	My Company	Edit Delete

The FaxFinder Users section of the FaxFinder unit displays a list of all of the users that have been entered or imported into the unit itself. With the exception of the default admin account, all users can be edited or deleted as needed. Users are the definitions of people that have access to the FaxFinder for sending faxes. Each user will have a list of Contacts that they use to send faxes. The user information is used gain access to the FaxFinder to send a fax via the web interface Send Fax page or an external Web API client such as the FaxFinder Client software.

It is important that each user of the FaxFinder is entered in to the unit so that their contact list is populated. All contacts are stored in the FaxFinder unit and the Client software will retrieve this list when the user installs the software. When a user adds or deletes a contact, it is done to the database of the FaxFinder unit, as it is the only place where this information is kept. Users of the FaxFinder system should log in to the unit and add to their Contact list manually (the Add link) or automatically (the Import link). When importing a contact list, the user can choose to overwrite any existing information, or simply add the new information (the 'Merge' option).

FaxFinder Users

This section will list all of the users added to the FaxFinder unit. Click on the Edit action item to see the Contact lists for individual users. Contact lists are the primary source for information when sending out faxes. The Phone, Fax and Organization fields will be used to populate the corresponding fields on the cover page.

Add / Import / Export / Delete All

A User must first be added before they can add Contacts to their account. Adding a User can be done manually through the **Add** link or automatically through the **Import** link if a CSV file is available. The entire User list can also be Exported to a CSV file for use with other FaxFinder units or programs. The Add, Import and Export screens are shown below.

Full Name

This displays the text entered as the full name for a user.

Username

This displays the username.

Email

This displays the email address associated with the user account.

Phone

This displays the phone number associated with the user. Typically this is a voice number for contacting the user regarding a fax they have sent or received.

Fax

This displays the fax number associated with the user account.

Organization

This displays the organization (if any) that is associated with the account.

Users CSV Import Format

There are two types of records in the User CSV format: a **User record** type and a **Contact record** type. The first column determines which type of record the line is, so you may see both types in one CSV file.

User Record

Fields

Type, Username, Password, Full Name, Email, Phone, Fax, Organization

Values

- Type: must be "User"
- Username: user's username
- Password: user's password
- Full Name: user's full name
- Email: user's email address
- Phone: user's phone number
- Fax: user's fax number
- Organization: user's company name

Example:

```
Type,Username,Password,Full Name,Email,Phone,Fax,Organization
User,john,my_password,John Smith,jsmith@acompany.com,612-555-1234,612-555-2222,"A Company, Inc."
User, joe, joe_password, Joe Doe, jdoe@workplace.com, 612-555-1234, 612-555-2222, Workplace
Contact,john,Fred Johnson,111-555-1000,Another Company,111-555-1001
Contact,joe,Contact 2,1234,Company 2,5678
```

Fields may be quoted with double quotes. A header row is optional. A header row is any row that starts with "Type,".

Contact Record

Fields

Type, Username, Contact Name, Fax Number, Organization, Phone Number

Values

- Type: must be "Contact"
- Username: username of the user this contact belongs to
- Contact Name: name of the contact
- Fax Number: contact's fax number
- Organization: contact's company name
- Phone Number: contact's phone number

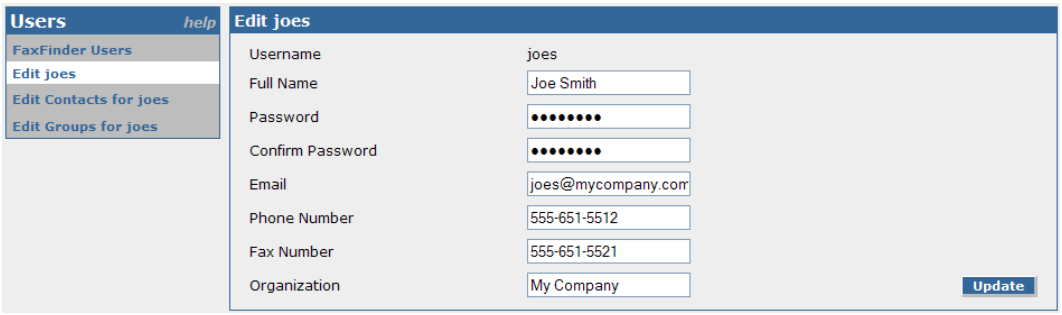
Example:

```
Type,Username,Password,Full Name,Email,Phone,Fax,Organization
User,john,my_password,John Smith,jsmith@acompany.com,612-555-1234,612-555-2222,"A Company, Inc."
User, joe, joe_password, Joe Doe, jdoe@workplace.com, 612-555-1234, 612-555-2222, Workplace
Contact,john,Fred Johnson,111-555-1000,Another Company,111-555-1001
Contact,joe,Contact 2,1234,Company 2,5678
```

Fields may be quoted with double quotes. A header row is optional. A header row is any row that starts with "Type,".

Action

Edit



Clicking on the Edit link will bring up the editing screen for a user. You will also see this list of Contacts associated with this user. The same options are available: *Add, Import, Export* and *Delete All*. Contact lists use four primary pieces of information for speed and simplicity of use: *Name, Fax Number, Phone Number* and *Organization*.

Edit *username*

Here you will find all of the previously entered User information. Every field except the assigned Username can be changed. Click on the Update button to save any changes.

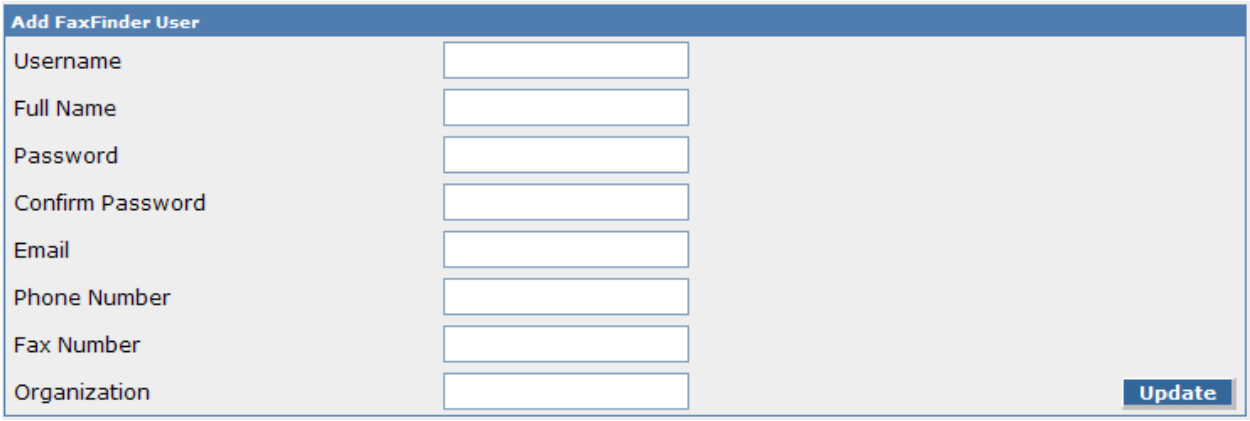
Edit Contacts for *username*

Here is the list of contacts that have been associated with this account. Links are available to Add, Edit, Import, Export or Delete All for entries here.
More contacts can be added manually or imported from a CSV file. Please note that imported files with matching names will overwrite the current information. You can also *Export* this contact list to a CSV file for possible importation by another user to save time when contact lists are shared. Each entry can be edited or deleted in the Action column.

Edit Groups for *username*

Here is the list of groups that have been associated with this account.
There are links for Adding, Editing or Deleting All of the listed groups.

Add



Clicking the Add link will bring up the Add FaxFinder User screen. Here you will enter the information to be associated with the new user account.

Import

CSV File
Click on the Browse button to navigate to an existing CSV file to import. See Contact CSV File Import Format below for specifics on the fields imported.

Existing Users
Select to either **merge** the new CSV file with the existing data or to **replace** the existing data with the new CSV information.

Import button
Click on the import button to begin the process or all settings will be lost when you navigate away.

Cancel button
This will return you to the Users screen.

Contacts CSV Import Format

Fields
Name, Fax Number, Organization, Phone Number

Values

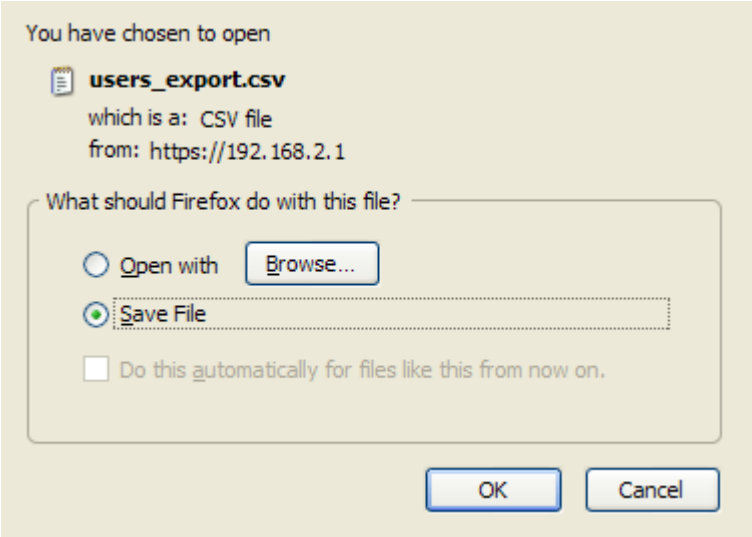
- Name: name of the contact
- Fax Number: contact's fax number
- Organization: contact's company name
- Phone Number: contact's phone number

Example:

Name,Fax Number,Organization,Phone Number
Fred Johnson,111-555-1000,Another Company,111-555-1001
Contact 2,1234,Company Two,5678

Fields may be quoted with double quotes. A header row is optional.

Export



Click on the **Save File** button, then click **OK** to save the current Users as a Comma Separated Value file.

Delete All

This will permanently delete all users in the list.

User Options

The only selection here is for an administrator to allow users to add to the Global Address book.
If you want to allow non-admin users the ability to add to the Global Address book, click the check box after “User can add to global address boos” and then click the **Save** button.

Contacts Section

The contacts section will list all of the available recipients for the user that is currently logged in. This is separated into four sections for organization and ease of use.

Personal

The personal contact section shows all of the personal contacts added by the currently logged in user.

Contacts for *n*

There are four links for managing personal contacts: Add, Import, Export and Delete All.

Name
This displays the contact name as entered.

Fax Number
This displays the fax number entered for this contact.

Phone Number
This displays the voice phone number entered for this contact.

Organization
This displays the organization that has been entered for this contact.

Action
Edit
Clicking on the Edit link will open the editing screen so that the personal contact information can be changed.

Delete
Clicking on the Delete link will permanently remove this contact from the FaxFinder.

Global

The global contact group displays all of the global contacts entered by the administrator for use by all users. If the User Option is set to allow users to add to the global address groups, then users will be able to select Add as well.

Global Contacts

There are four links for managing global contacts: Add, Import, Export and Delete All.

Name

This displays the contact name as entered.

Fax Number

This displays the fax number entered for this contact.

Phone Number

This displays the voice phone number entered for this contact.

Organization

This displays the organization that has been entered for this contact.

Action

Edit

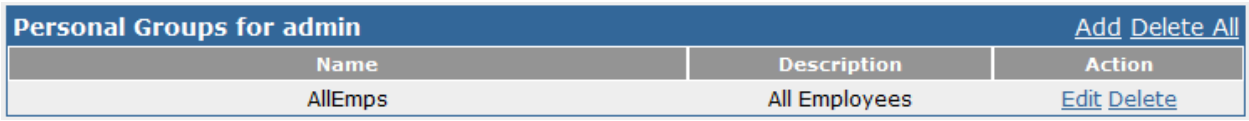
Clicking on the Edit link will open the editing screen so that the personal contact information can be changed.

Delete

Clicking on the Delete link will permanently remove this contact from the FaxFinder.

Personal Groups

The personal groups screen will display all personal groups available for the logged in user.



Personal Groups

There are two links available for personal groups: Add and Delete All.

Name
This displays the contact name as entered.

Description
This will display the description entered for the created group.

Action
Edit
Clicking on the Edit link will open the editing screen so that the personal contact information can be changed.

Delete
Clicking on the Delete link will permanently remove this contact group from the FaxFinder.

Global Groups

The global groups screen will show all of the global groups created by the administrator that are available to all users.

Global Groups

There are two links available for global groups: Add and Delete All.

Name
This displays the contact name as entered.

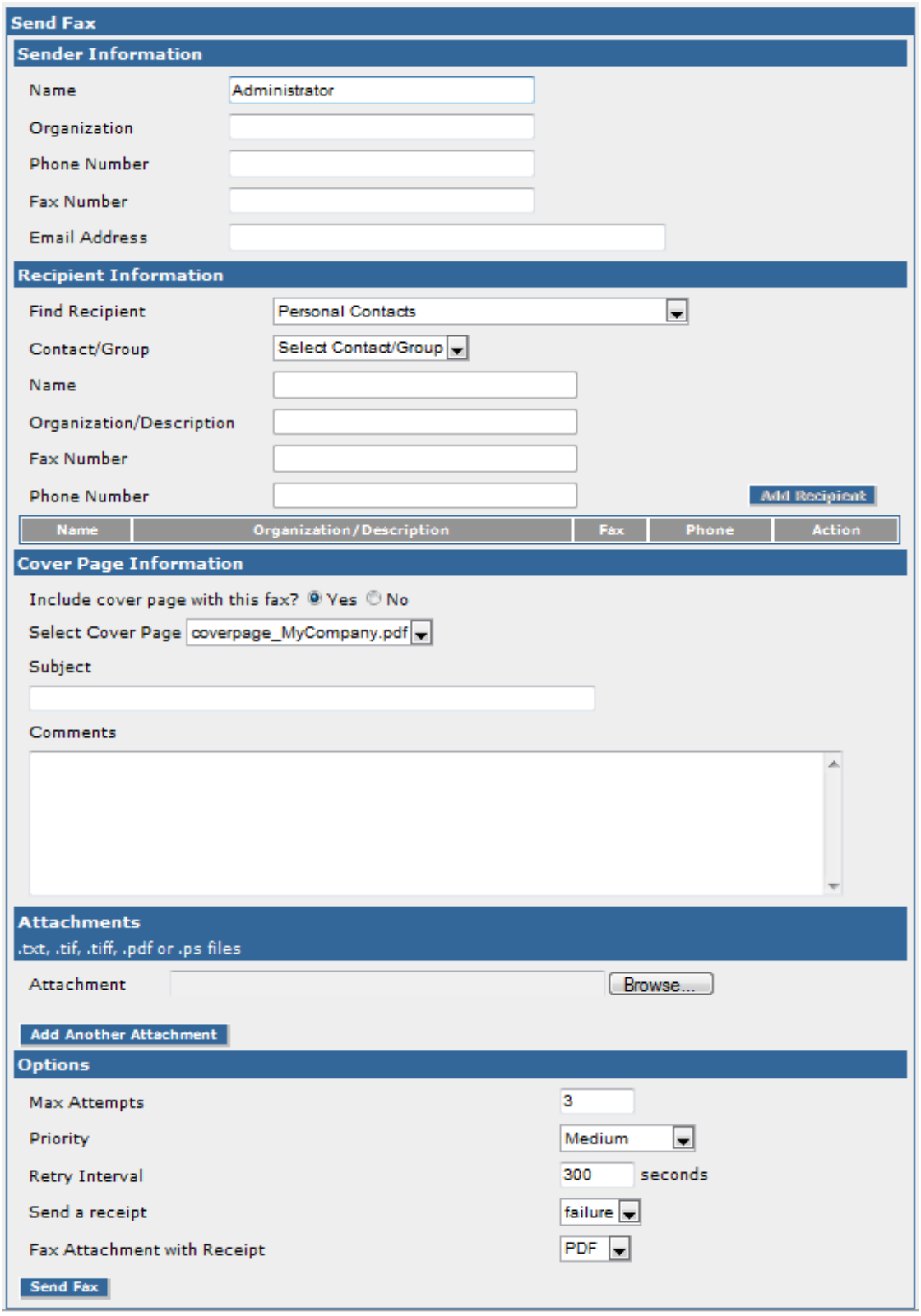
Description
This will display the description entered for the created group.

Action
Edit
Clicking on the Edit link will open the editing screen so that the personal contact information can be changed.

Delete
Clicking on the Delete link will permanently remove this contact group from the FaxFinder.

Send a Fax Screen

The Send Fax screen is a one page form for sending faxes directly from the FaxFinder unit when accessed from a web browser.



Send Fax

Sender Information

If a cover page is selected (the 'Yes' check box detailed below), much of the sender information will be already populated in the cover page from what is provided for the logged-in user. This can be changed if needed, or left as is.

Name
Enter the name of the sender here.

Organization
Enter the name of the sending organization (if needed) here.

Phone Number
Enter the sending phone number here (a voice line that should be used to contact the sender should there be any questions or problems).

Fax Number
Enter the fax number for the line of which you would expect a return fax sent to.

Email Address
Here you may provide an email address that can be used by recipients for contacting the sender.

Recipient Information

Find Recipient
Select from the drop-down menu how you would like to enter your recipients:

Personal Contacts
Personal Groups
Global Contacts
Global Groups
Enter Recipient Info
Enter Recipient Info and save as Personal Contact

Contact/Group
Use the drop-down box to select a recipient from the contact list that is associated with the **Find Recipient** list selected above. Once selected, the Name, Organization/Description. Phone Number and Fax Number below will be automatically populated with that information from the Contact list.
Note: You need to click the **Add Recipient** button after making this selection if you are not adding the recipient manually.

Name
If not already populated, enter the name of the intended recipient.

Organization/Description
If not already populated, enter the organization (if any) of the recipient. If a group was entered, the description will be here.

Fax Number
If not already populated, enter the fax number of the recipient.

Phone Number
If not already populated, enter the voice phone number of the recipient.

Add Recipient button
Click this button to add a selected or manually entered recipient to the list. Repeat the process to add more recipients.

Recipient list
The current list of added recipients is listed here. If needed, you can Delete individual entries.

Cover Page Information

Include cover page with this fax?
Select Yes or No for your choice.

Select Cover Page
Choose a cover page from the drop-down box.

Subject
Enter a subject for the fax here.

Comments
Enter any comments needed for this fax transmission.

Attachments

Browse to any attachments that you need to add. Click the **Add Another Attachment** button if there is more than one attachment needed. Allowed attachment types are: *.PDF*, *.TIF*, *.TIFF*, *.TXT*, *.PS*.

Options

Max Tries
Enter the number of tries that you want the FaxFinder to attempt before aborting the fax.

Priority
Select the transmission priority for this fax. The range is from *1st Priority* to *Low*. The default setting is *Medium* priority.

Retry Interval (seconds)
Enter the number of seconds for the FaxFinder to wait between unsuccessful transmission attempts. The default is 300 seconds.

Send a receipt
Select from the drop-down box under what condition you want a receipt sent. There are three options here:

Failure – An email receipt will only be send if the fax fails.

Always – On completion (success or failure) an email receipt will be sent.

Never – The FaxFinder will not send a receipt for any result.

Fax Attachment with Receipt
Select from the drop-down menu the format of the receipt attachment: *.PDF*, *.TIF* or *None* (do not attach). The default is PDF formatting.

Send Fax button
When all of the send fax information is completed, click the send fax button to activate this fax. Navigating away from this screen or exiting the browser without clicking the send fax button will clear all data and the fax will not be sent.

Logout

Clicking this navigational link will log you out of the FaxFinder unit. This is always a good practice to follow when you are finished using the FaxFinder, especially if you were logged in with an administrators privileges for security reasons. There is no screen associated with the Logout link – after clicking Logout, you will be redirected to the Login screen.

Chapter 4 – Client Software Installation

The Client software is for general use of the FaxFinder, but it needs to be associated with a FaxFinder unit for proper operation. Your administrator should provide the software or a location where it can be obtained from. You will need to install the Client software on your PC and set the FaxFinder that it is to work with. You will need to be logged in with administrator rights before starting any installation.

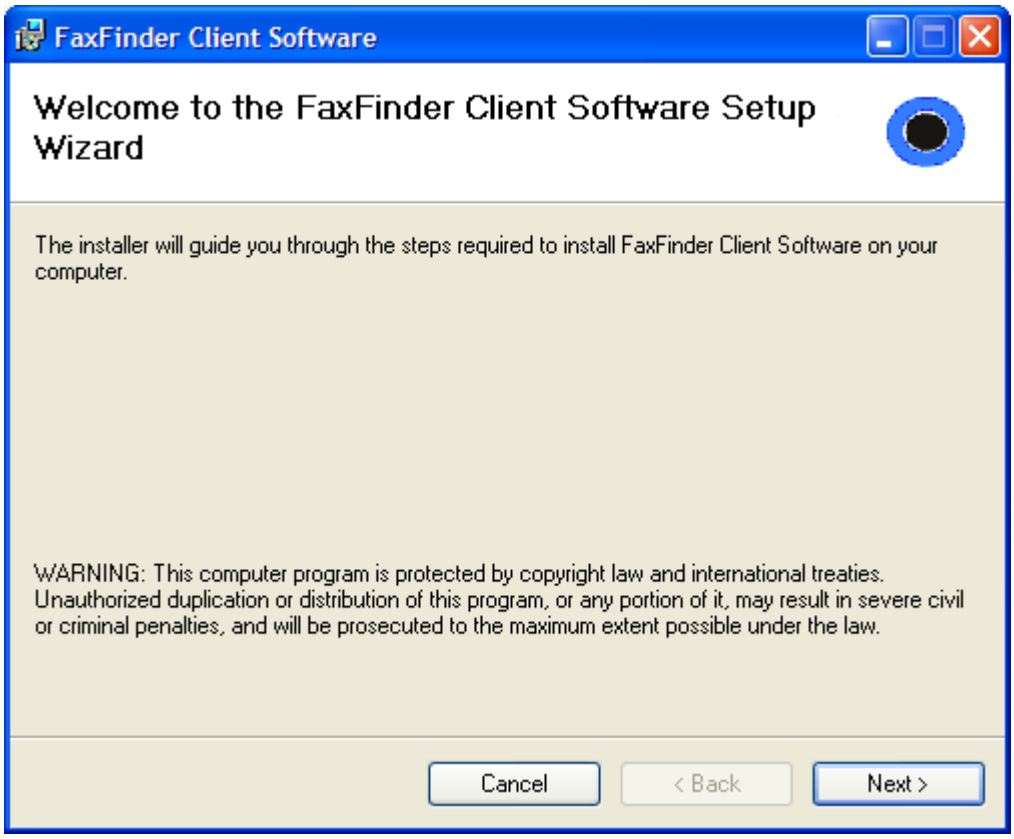
Installation

A. Insert the FaxFinder Product CD into the CD-ROM drive of the client PC. If the CD does not auto start, use Windows Explorer to navigate to your CD drive and launch the installation program by double-clicking on **cd_start.exe** file on the CD. From the menu presented, click the Software button.
From the new screen presented, select the Client Software button to install the Multi-Tech FaxFinder Client software for using the FaxFinder unit.

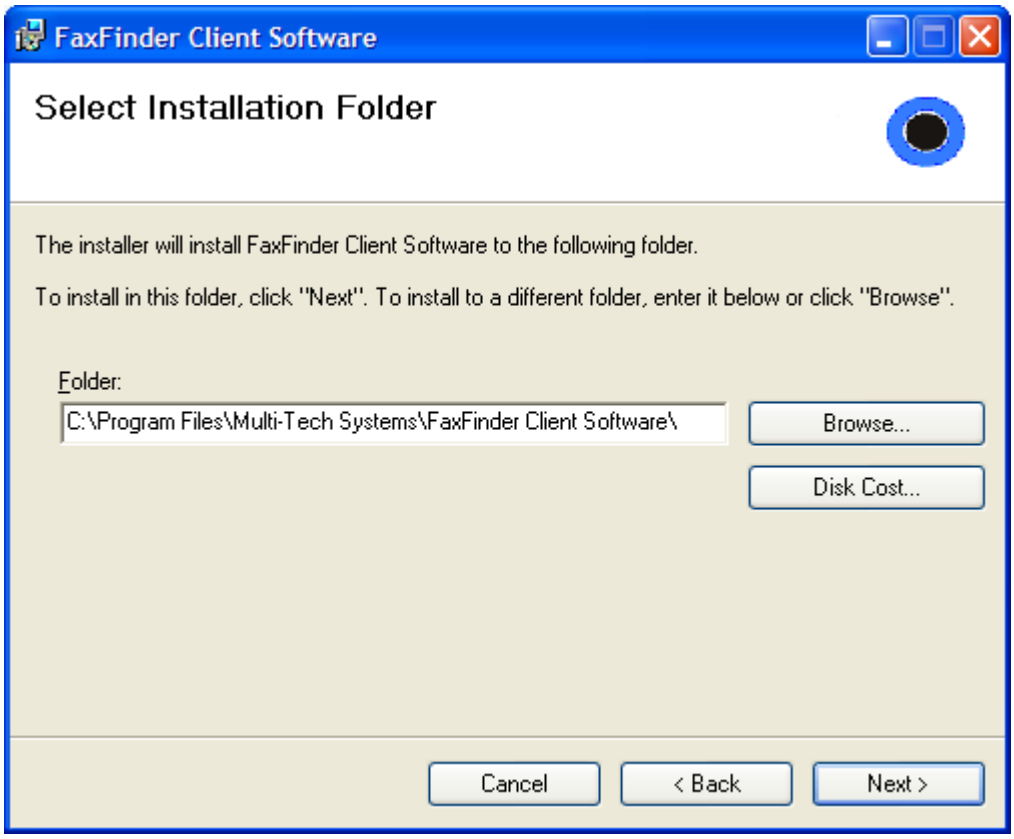
- or -

Retrieve the software installer from the location provided by your administrator.
Double-click the filename (default is *FFClientInstall.msi*) to begin the installation. The file labeled *FFClient**TS**install* is for Windows Terminal Services only.

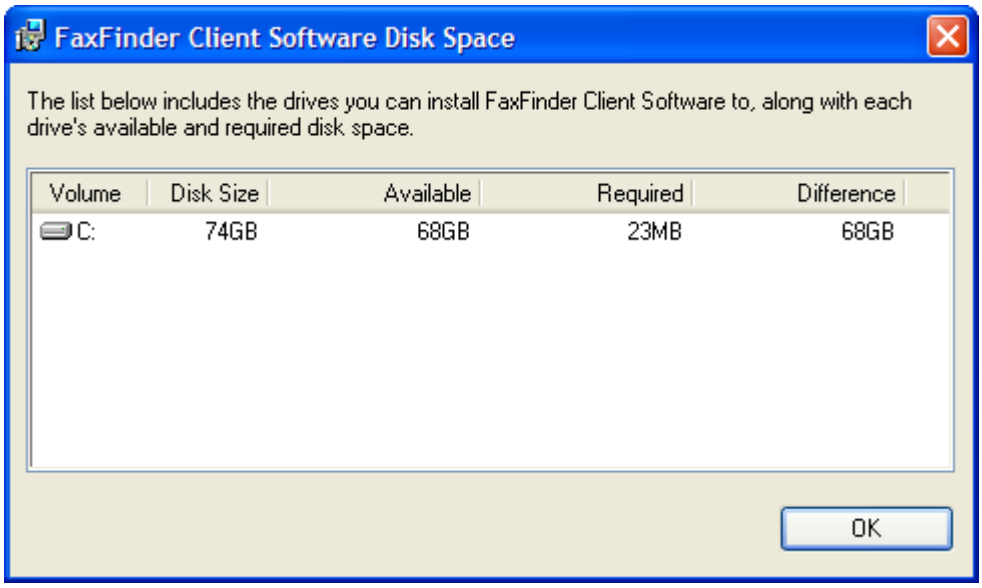
Important: If you have any old versions of the FaxFinder client software installed (for any FaxFinder model family), please uninstall that prior to installing the new version. The FaxFinder client utilizes Windows Add or Remove Programs utility in the Control Panel.


FaxFinder Client Software
Welcome to the FaxFinder Client Software Setup Wizard
The installer will guide you through the steps required to install FaxFinder Client Software on your computer.
WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.
Cancel
< Back
Next >

B. At the **Welcome** screen, click **Next**.


FaxFinder Client Software
Select Installation Folder
The installer will install FaxFinder Client Software to the following folder.
To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".
Folder:
C:\Program Files\Multi-Tech Systems\FaxFinder Client Software\
Browse...
Disk Cost...
Cancel
< Back
Next >

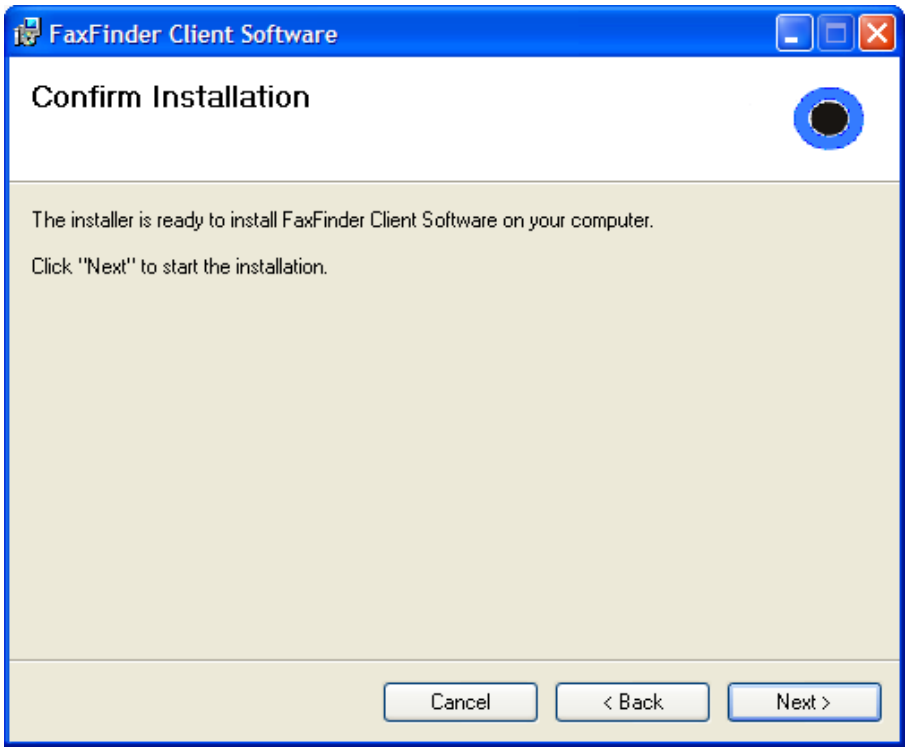
C. At the **Select Installation Folder** screen, browse to the desired file location for the FaxFinder client software. In most cases, the default file location is recommended.



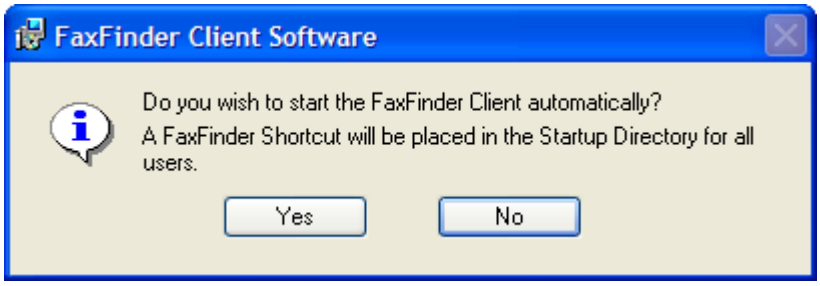
Clicking on the **Disk Cost** button will show you the size of the software being installed as well as the available disk space of the target drive.

When the destination location is correct, click **Next**.

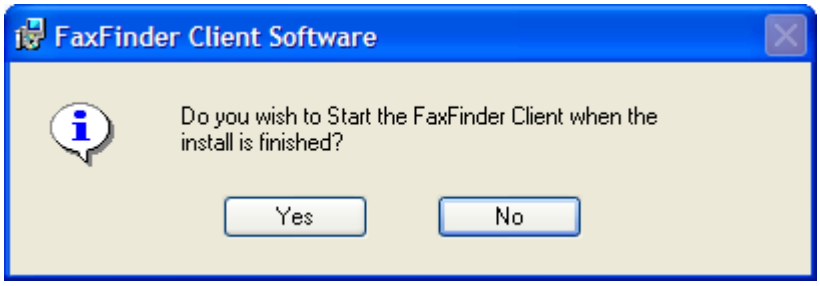
D. At the **Confirm Installation** screen, click **Next** to begin the installation.


FaxFinder Client Software
Confirm Installation
The installer is ready to install FaxFinder Client Software on your computer.
Click "Next" to start the installation.
Cancel
< Back
Next >

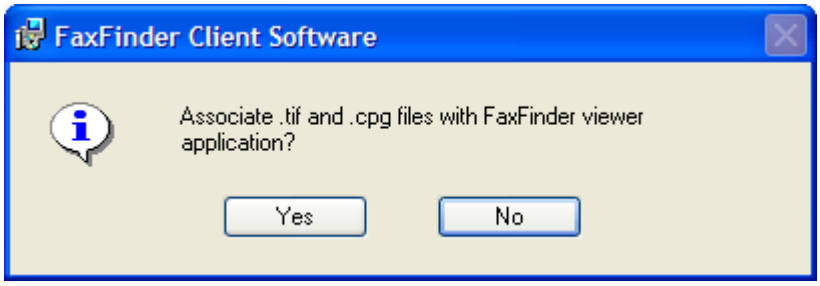
A transient screen ("Installing FaxFinder Client Software") will appear while files are being copied.


FaxFinder Client Software
Do you wish to start the FaxFinder Client automatically?
A FaxFinder Shortcut will be placed in the Startup Directory for all users.
Yes
No

E. The FaxFinder Client software can place a shortcut in the Startup directory so that the client software will start automatically when the PC is booted.



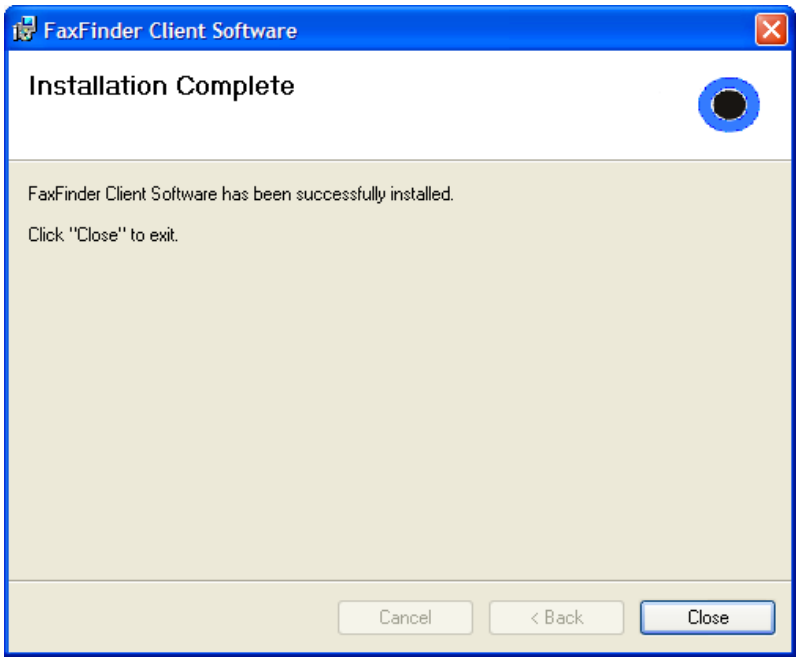
F. You will be asked if you want the Client software to automatically launch when the installation is complete. Select your preference.
Note: This window does not pop-up during a Terminal Services installation.



G. You will be asked whether or not you want to associate *.tif* and *.cpg* files with the Multi-Tech Tiff Viewer. Click **Yes** (unless you prefer to use a different viewer program). The *.cpg* files become associated with the legacy Cover Page software that is used with the FaxFinder x20 model series *only* and can be ignored for FFx30 installations.

   If a Question screen appears asking "Warning - the extension *.tif* is already registered, Overwrite?"; click **Yes** if you wish to use the TIFF viewer installed with the FaxFinder Client Software. Click **No** if you prefer to leave the current association for viewing *.tif* files.

H. Then the **Installation Complete** screen will appear.



Click the **Close** button.

If you chose 'Yes' above to have the client software start after installation, you will see the application icon down in your System Tray. Click on the icon and select "show FaxFinder Client software" to use the program.

Push Installation Method

Push Installs of the Client Software

The FaxFinder Client installer is now available as an MSI package. This provides the ability to perform remote installation using Microsoft Group Policy, SMS, as well as other third party tools. The installer can be run like any other Windows software installer and it can also be invoked from the command line using the Windows Installer command 'msiexec'. **Previous versions of the FaxFinder Client (1.08.xx and older) must be uninstalled before upgrading.**

Note: The User Account Control (UAC) feature of Windows Vista and Windows Server 2008 will need to be turned off for push installations to complete successfully.

The installer supports the following options when being used from the command line or remote installation:

- Set a different install directory:
  - TARGETDIR=PATH (default is *Program Files*/Multi-Tech Systems/FaxFinder Client Software)
- Add file associations for Multi-Tech TIFF Viewer and Cover Page Editor:
  - ADDFILEEXT=1 (default is 0)
- Start the FaxFinder client after installation:
  - LAUNCHPRODUCT=1 (default is 0)
- Automatically Start the FaxFinder Client
  - LAUNCHPRODUCTONBOOT=1 (default is 0)
- Example command to install in silent mode with options:
  - msiexec /i FFClient-x_x_x.msi /q TARGETDIR="C:\FaxFinder Client" ADDFILEEXT=1 LAUNCHPRODUCT=1 LAUNCHPRODUCTONBOOT=1
- Example command to uninstall in silent mode:
  - msiexec /x FFClient-x_x_x.msi /q

An example of how to perform a remote software installation using Microsoft Group Policy is available from Microsoft's website.

- Search for Knowledge Base article number 816102 at microsoft.com.

FaxFinder Client Install Shield Mass Uninstall

An MSI package is available on the web site, and the Installation CD, that can be used to mass un-install the previous version of FaxFinder Client (versions before 1.08.xx).

- Example command to uninstall the Install Shield FaxFinder Client in silent mode:
  - msiexec /i remove_installshield_faxclient.msi /q

Setting the Usage Rights for the FaxFinder Printer

The printer that is installed into Windows for the FaxFinder to work requires some settings of the rights.

For Windows Server 2003, Windows XP and earlier:

The Windows account/user that is to "use" the printer, needs to have the "Print" permission associated with (enabled on) their Windows account (regarding the printers security properties).

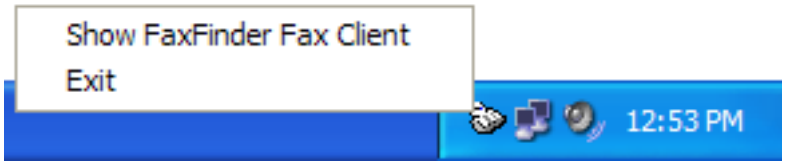
For Windows Vista, Windows 7 and later:

The Windows account/user that is to "use" the printer, needs to have the "Print" permission and the "Manage Printers" permission associated with (enabled on) their Windows account (regarding the printers security properties).

Associating Client Software and User with a FaxFinder Unit

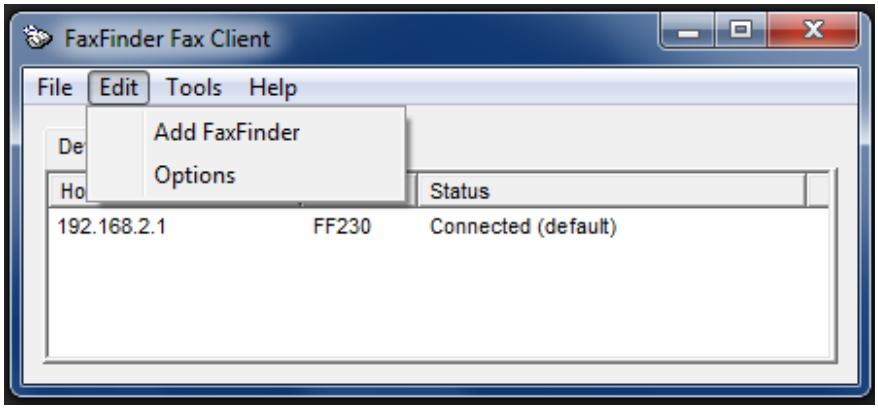
After the FaxFinder client software is installed, you must associate it with one or more FaxFinder units. Sometimes more than one FaxFinder unit is available for use. In some cases, certain client users might be assigned to some FaxFinder units and not assigned to others. This procedure shows you how to make this association so that faxes may be sent from a particular FaxFinder unit to the email inbox of your PC. To do this procedure, you will need to know the IP address of the FaxFinder unit that you are able to use. You should also be given a valid username and password for every unit that you can use. Be aware that an individual FaxFinder client user can be associated with more than one FaxFinder unit. This could easily be the case in an office that is large and/or an office that has a great deal of fax traffic.

The icon for the FaxFinder Client software application will appear in the Windows Start menu programs selection. After installation, the Client Software starts up whenever the computer is booted if the 'Yes' option was chosen when the 'Do you wish to start the FaxFinder Client automatically?' prompt appeared during installation. When running, a FaxFinder icon appears in the system tray area at the lower-right corner of the screen. The FaxFinder Fax Client Software screen can be opened from either the Start menu icon or the tray icon. If the Client Software is shut down, it can be re-opened from the Start menu or by double-clicking on a file named FaxFinderClient.exe (or something very similar), which, following a typical, default installation, is located at C:\Program Files\Multi-Tech Systems\FaxFinder Client Software\FaxFinderClient.exe. When the client software is launched, it will reside in the System Tray be default.

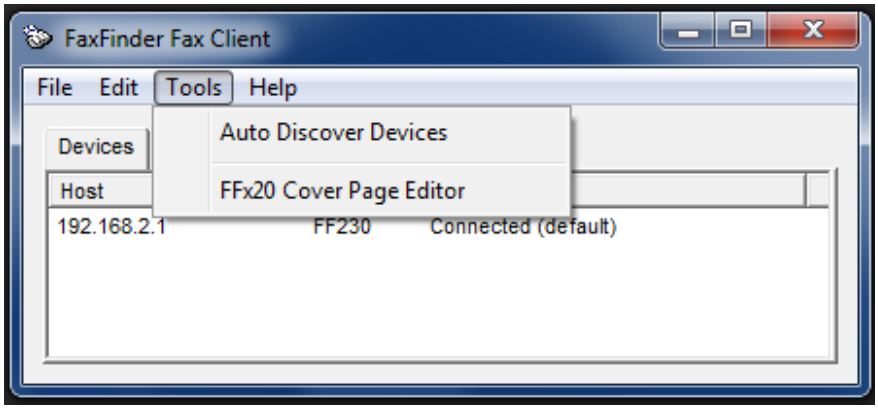


System Tray Icon

1. At the main screen of the **FaxFinder Fax Client Software**, click on **Edit** and select “Add FaxFinder” if you know the IP address or Host Name of the FaxFinder, otherwise open the **Tools** menu and select “Auto-Discover Devices” to have the Client software search the network for FaxFinder units.

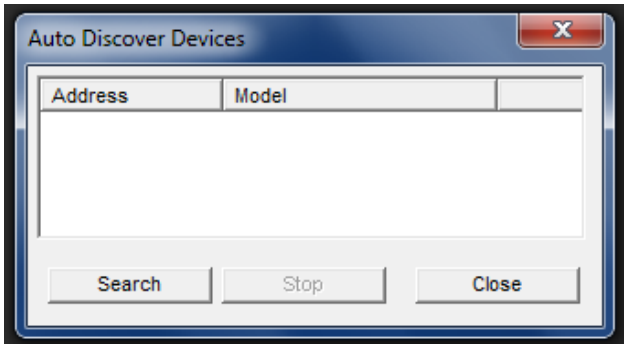


Add FaxFinder Manually



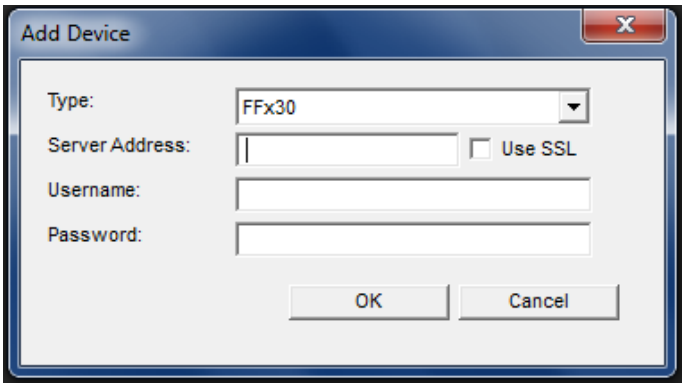
Use Auto Discover to Locate FaxFinder

a. If you are using the Auto Discover Device method, click the ‘Search’ button to have the FaxFinder Client software search the available network for FaxFinder units that are available.



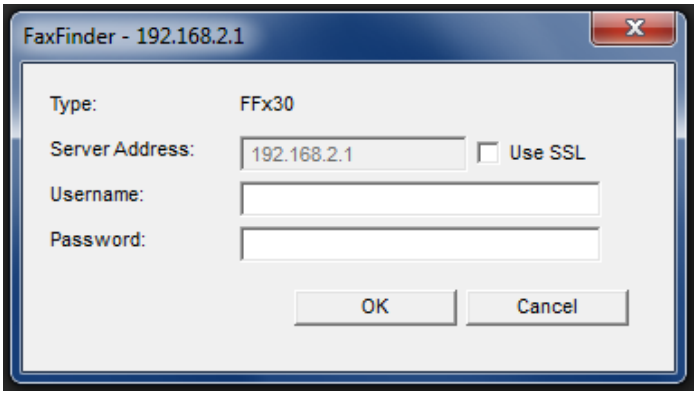
2. To add a FaxFinder when the IP address is known, select the FaxFinder model family from the Type drop-down, enter the IP address "Server Address" field along with your Username and Password.

   If you need to use a secure login, tick the 'Use SSL' checkbox.



   If the **Auto Discover Devices** feature was used, you may Right-click and select **Add** or double Left-click on the IP address or name of the FaxFinder unit that was detected. Use the 'X' in the upper right hand corner to close the Auto Discover window after you have added it to the client.

3. Enter, in the appropriate fields, the **Username** and **Password** that the client will use when accessing this FaxFinder unit. If the client is to be associated with multiple FaxFinder units, a different Username and Password could be established for each. However, in most cases, it is advisable (for the sake of simplicity and convenience) to use the same Username and Password for all FaxFinder units.

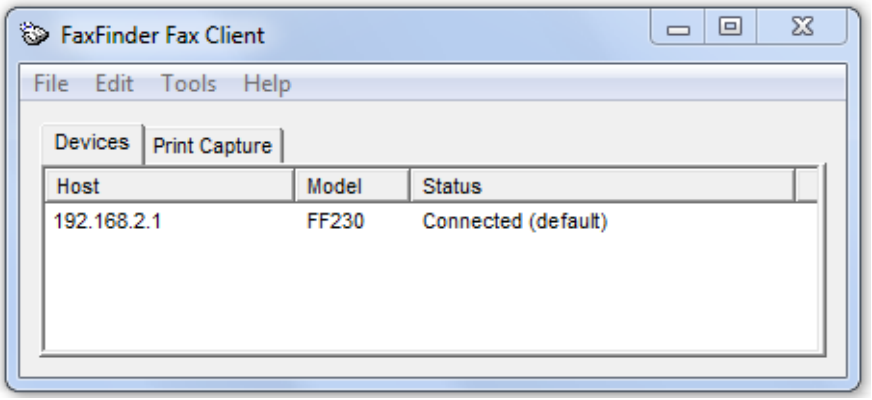


   NOTE: The Username entered here must match the entry used in the "Username" field of the **Users** screen on the FaxFinder Server. The password entered here must match the password entered for this user.

   The Username and Password are *case-sensitive*.

   Click **OK**.

4. A new FaxFinder entry should appear on the “Devices” tab of the **FaxFinder Fax Client Software** screen.



The status of the newly registered FaxFinder unit may momentarily go from “Not logged in” to “Logging in” to “Connected.” A FaxFinder x20 unit will show *Idle* instead of connected.

If it goes to Login Failure, then one of two things is wrong:

a. The IP address or domain name is wrong. If that is the case, delete that entry (by right-clicking **DELETE**), and enter a new one;

- or -

b. The Username/Password combination may be wrong. Verify that the client Username/Password combination (accessible by right-clicking and selecting **Properties** on the FaxFinder listed in the Devices tab of the client software) matches the **Username/Password** combination assigned to the client-user by the FaxFinder Administrator.

Note: Username and Password are case-sensitive.

Disassociating the Client from a Specific FaxFinder Unit

In this procedure, you will un-do the procedure “Associating Client with a Specific FaxFinder Unit.” This situation might occur when changes are being made in the network faxing system. In any event, this procedure severs the tie between your PC and a specific FaxFinder unit so that you will no longer be connected to it for sending fax messages. (Faxes can be received in email form from the FaxFinder server, despite disassociating from the FaxFinder server, as long as the receiving party is defined in the Inbound Routing section of the FaxFinder unit.) In cases where the client is currently associated with more than one FaxFinder unit, you will need to know the IP address of the specific FaxFinder unit from which you want to disconnect.

1. Open the FaxFinder Client Software program and go to the Devices tab. Select the FaxFinder unit from which you want to disconnect (you can identify the FaxFinder unit by its IP address or domain name), Right-click on it and select **delete**.
2. Your FaxFinder Client Software will no longer be able to send faxes through this particular FaxFinder unit.

Chapter 5 – FaxFinder Operation

Introduction

This chapter describes the things that a user can do with the FaxFinder system. The software programs involved are the FaxFinder Client Software and the Multi-Tech Tiff Viewer (or designated PDF viewer). The FaxFinder Client Software interfaces with the FaxFinder Server and has its own user interface. When previewing outgoing faxes, the PC's operating system calls up the designated TIFF viewer to display the outgoing fax. When viewing received faxes, the PC's operating system calls up the appropriate viewer (PDF or TIF/TIFF). The choice of file types (PDF or TIF/TIFF) is made in the FaxFinder Server software. Note that client users can choose to display either on the Multi-Tech TIFF viewer or on a different (non-Multi-Tech) TIFF viewing program. Likewise, if the FaxFinder system distributes incoming faxes as PDF files, the client can designate which PDF viewer to use. The Multi-Tech TIFF viewer is installed automatically with the FaxFinder Client software.

Overview:

Sending Faxes

- The FaxFinder Schedule Fax Screen (New Fax)
- Send Fax with Client Software
- Send Fax by Printing
- Send Fax from Email (T.37)
- Send Fax from FaxFinder Web Interface
- Send Fax by Web API

Receiving Faxes

- When Connected to a Network or Phone System
- When Connected to standard phone line (POTS)

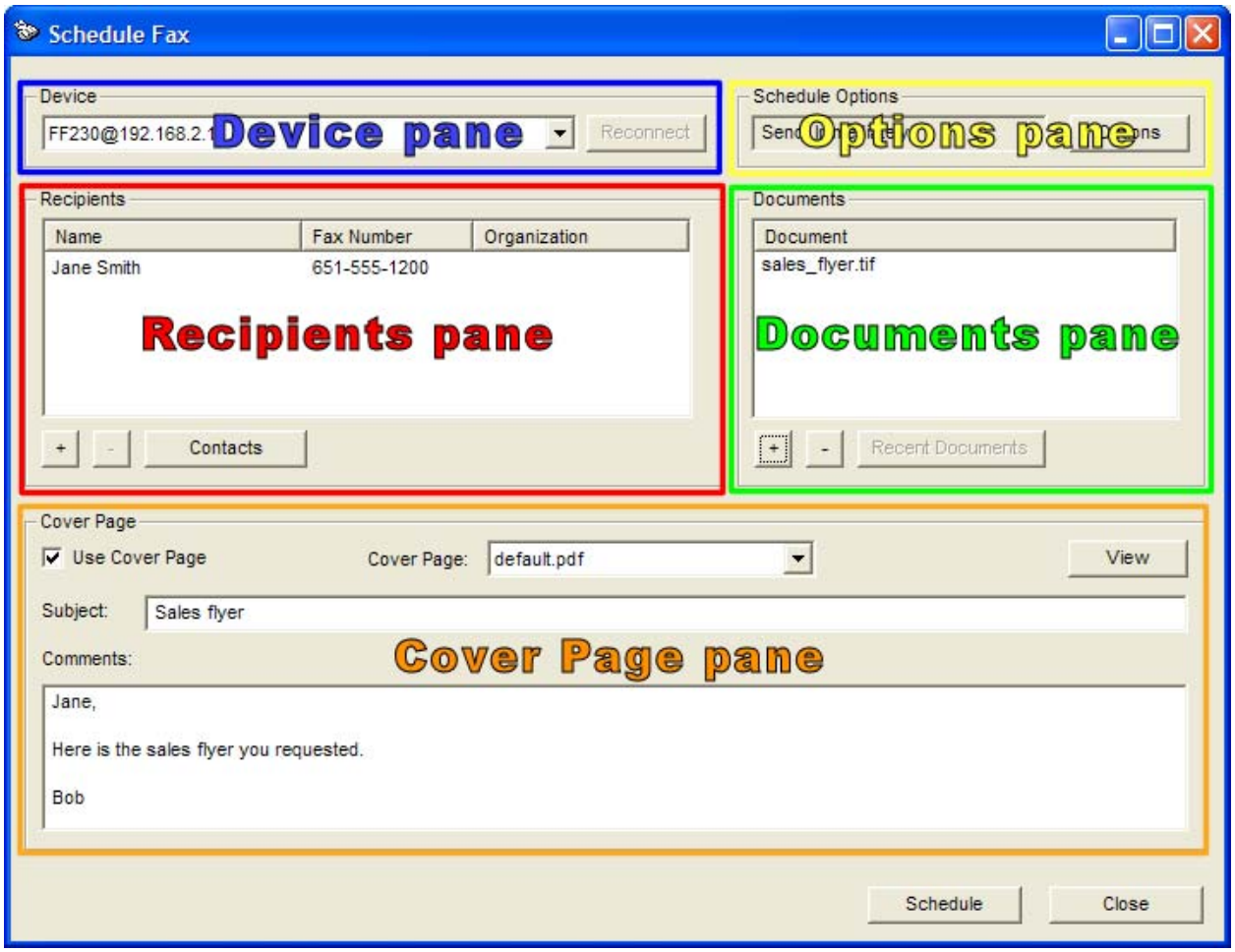
Using the Client Software

- Details of Software Commands
  - Add a contact
- Using the Cover Page Generator
- Using the Tiff Viewer

Sending Faxes

Sending faxes through the FaxFinder is quick and simple and offers a variety of methods that can be used to accomplish this. This section will show all the possible ways to send a fax with the FaxFinder. Depending on how your administrator has set up the unit, several or even all options may be available. First, the FaxFinder Schedule Fax window will be explained as it is used for the majority of faxing through the FaxFinder unit.

The FaxFinder Schedule Fax Screen (New Fax)



The **FaxFinder Schedule Fax** screen appears (a) when you double-click an item from the Print Capture tab of the client, or (b) when you select the **New Fax** command from the File menu of the Client Software screen or (c) when you Right-click an item in the Print Capture tab and select 'Fax.'

There are four sections (called 'panes' hereafter) to the Fax Scheduler: the Recipients pane, the Documents pane, the Options pane and the Cover Page pane. At the bottom are the two main function buttons – one to send or schedule the fax and the other to cancel it entirely.

Device pane

The device pane provides a drop-down list of all FaxFinder units available to this client. Select the unit that you want this fax sent from.

Reconnect button

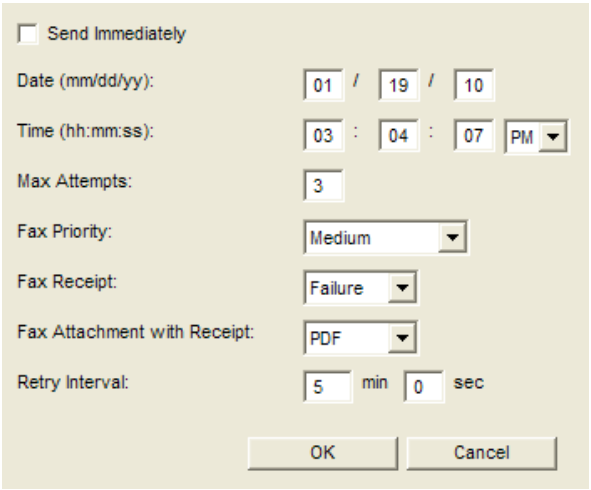
If you have multiple FaxFinder units available and the unit you want to use is not selected, select the FaxFinder you want to send through and click the Reconnect button.

Schedule Options pane

Options text box: This text box will display 'Send Immediately' by default. If you want to schedule this fax to be sent at a specific time or date, then you must click the Options button.

Options (button): If you want to specify a time or date for the fax to be sent, you must click the Options button which will open the Fax Scheduling Options window. The Options button will also allow you to change the Maximum Attempts, Priority and Fax Receipt options from the default values.

Fax Scheduling Options



Send Immediately

By default, the 'Send Immediately' box will be checked which has the 'Date' and 'Time' fields grayed-out.

By un-checking the 'Send Immediately' box, you can set a specific time and date for this fax to be sent.

Fax Priority

You can select the level of priority for your fax from the drop-down list. The options are (in order of highest priority first): *1st Priority; High; Medium/High; Medium; Medium/Low; Low*.

The default priority is Medium.

Fax Receipt

Select the condition for receipt from this job. The options are: Always; Failure; Never.

The default receipt condition is Failure.

Fax Attachment with Receipt

If you have selected to receive receipts as attachments, you can select the format from this drop-down list. Options are: None; PDF; TIFF.

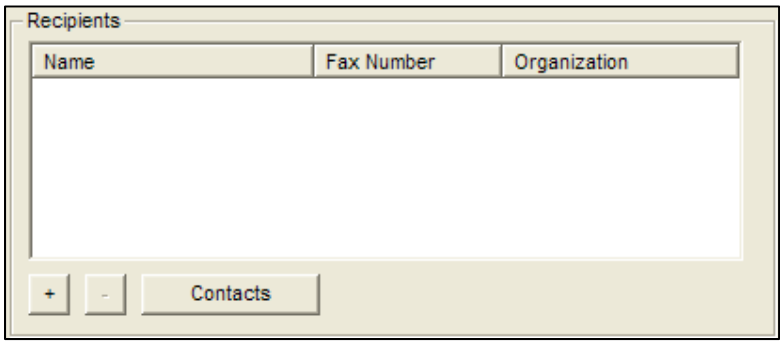
The default attachment type is PDF.

Retry Interval

Enter the retry interval for instances where the fax does not complete.

The default retry time is 5 minutes and 0 seconds.

Recipients pane



Name (column): Party to whom the fax will be sent. You cannot type in this window. When a recipient is specified either from the **Contacts** or from the **New Recipient** window (the '**+**' button), that recipient's name will appear in this field.

Fax Number (column): Fax number to which the fax will be sent. You cannot type in this window. When a fax number is specified either from the **Contacts** or from the **Enter a Fax Recipient** window; that fax number will appear in this field.

Organization (column)

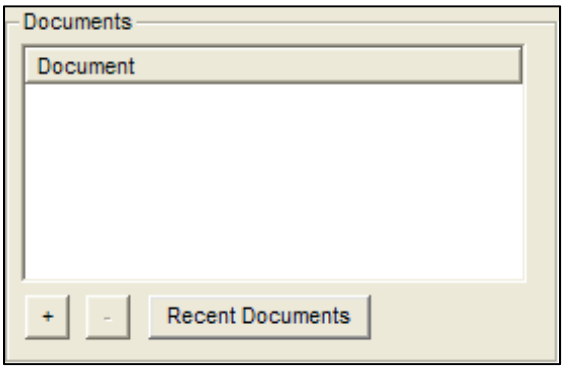
This column will display the organization associated with the recipient (if there is one). You cannot type in this window.

+ (button): Brings up the **New Recipient** window. At this window, you enter the name and fax number of the party to whom the fax will be sent.

— (button): Removes a selected (left-click to select) entry or entries from the Recipients list. You will be prompted to confirm removal of the recipient(s) from the list of recipients. Multiple entries can be selected by holding the *Ctrl* key (individually) or *Shift* key (all entries between) while clicking.

Contacts (button): Brings up the **Select Contacts** screen from which a fax recipient can be chosen (this is retrieved from the user contacts stored in your user ID on the FaxFinder unit). If enabled on the FaxFinder server, this will also display contacts from Microsoft Outlook. Multiple entries can be selected by holding the *Ctrl* key (individually) or *Shift* key (all entries between) while clicking.

Documents pane



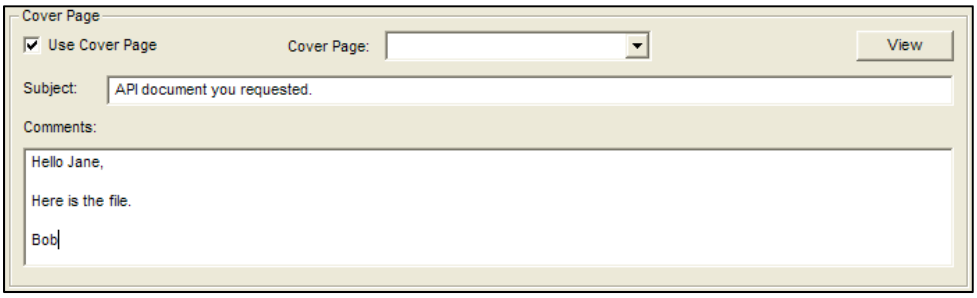
Document (column): File name and type extension of document(s) to be transmitted as a fax.

+ (button): Click this button to add another document to the fax transmission. Only *.tif, .tiff, .pdf* and *.txt* files can be added with this.

— (button): Click this button to remove a document from the list of items to be faxed. You will be prompted to confirm removal.

Recent Documents (button): Clicking this will bring up a list of the most recent attachments. Selecting an item from the list will make the **Add** button available. Click the Add button to add the attachment to the current fax.

Cover Page pane



Use Cover Page (check box): Check this checkbox to include a cover page with your fax.

Cover Page (drop-down selection box): This field will be active when the 'Use Cover Page' check box is ticked. By clicking on the down arrow, you will see the selection of cover pages available from the FaxFinder unit. Click to highlight and select the cover page you want to use.

View (button): Brings up the cover page to be used.

Subject (text field): Here you can type a brief description of the contents of the fax. The placement of this "Subject" description will depend on the cover page style that you use.

Comments (text field): Here you can type a lengthy comment about the fax or related topics.

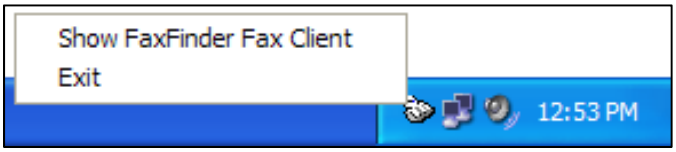
Send the Fax

Schedule (button): When you have completed the other sections, click the Schedule button to have the fax sent according to the time set by the Options parameters.

Close (button): To exit the Fax Schedule window and discard all changes, click the close button.

Send Fax with Client Software

When a document (*.tif, .tiff, .pdf* or *.txt*) is complete and ready to be sent as a fax, opening the client software and using the Schedule Fax option is quick and easy.
To begin, either double-click the FaxFinder Client Software icon in the System Tray or launch it manually from the program listing on the Start menu, which will place it down in the System Tray.



1. Open the File menu and select 'New Fax'
2. The Fax Scheduler screen will open
3. Enter recipients manually by clicking the '**+**' button or select from an already available contact
4. Click on the '**+**' button in the Documents pane and browse to the file you want sent (you may add more files by repeating this step)
5. Highlight and click Open to use the selected file
   Note: If you do not see the file you want to use, make sure that the type of your source file (.Pdf, .Txt, .Tiff, .Tif) is valid
6. Set any Options that you need (priority, time to send, etc.)
7. Select and modify a cover page as needed
8. Enter a subject and/or comments if needed
9. Click the Schedule button in the lower left corner to send the fax according to the options set

Send Fax by Printing

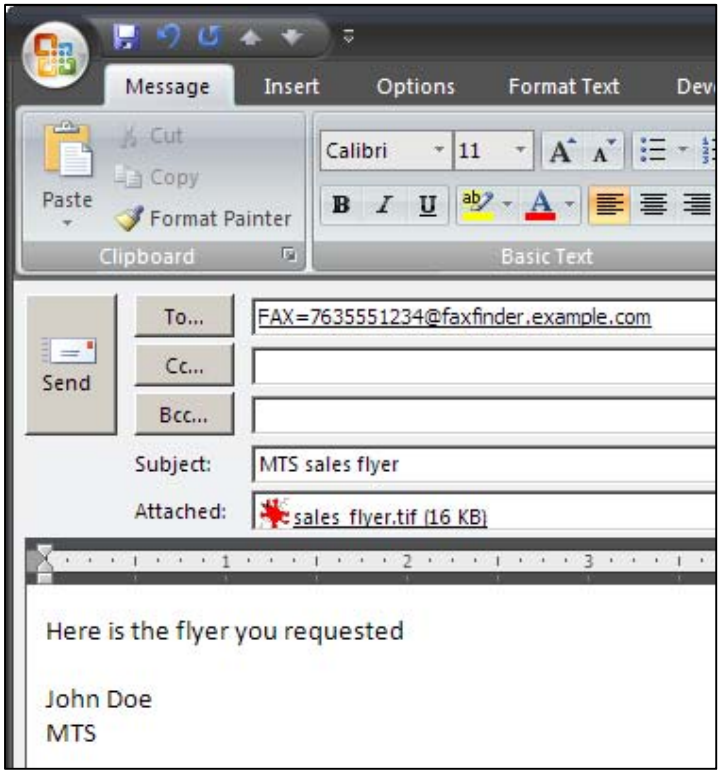
The easiest and most convenient way to utilize the FaxFinder once the client software is installed on a computer is to take advantage of the Print function of a software program.
To begin, create the text that you want to send out as a fax and save your work.

1. Select the Print option from the software you are using
2. Select the FaxFinder as your print destination and click on the Print button
3. The Schedule Fax window opens
4. Enter recipients manually by using the '**+**' button or select from an already available contact list
5. Set any Options that you need (priority, time to send, etc.)
6. Select and modify a cover page as needed
7. Enter a subject and/or comments if needed
8. Click the Schedule button in the lower left corner to send the fax according to the options set

Send Fax from Email (T.37)

When you wish to send an email as a fax, using the T.37 format in the **To:** field will take advantage of the FaxFinder from your Outlook email software. To do this you will need to know a few things: your administrator should provide you with the domain name of the FaxFinder unit and you need to know the phone number of the fax recipient.
To begin, compose the message as a new email.

1. In the **To:** field, enter the recipients in this format: **FAX=***phone number of recipient fax machine***@***FaxFinder domain* (*e.g.* FAX=7635551234@faxfinder.example.com as shown below)



2. Add any graphical attachments (PDF, Tif, Tiff or Text)
3. Click the Send email button

Send Fax from FaxFinder Web Interface

Logging in to the FaxFinder unit via a web browser is another simple way to have a fax sent from the FaxFinder unit. This process is started by simply entering the IP address (*e.g.* 192.168.2.1) in the address bar of the browser and using the links to access the Send Fax screen. Depending on the browser used, you may see security warnings. Click 'Yes' to proceed in Internet Explorer; for Firefox, you may have to add an exception for the FaxFinder unit's IP address.
To begin, enter your Username and Password.

1. Click on the top navigation link "Send Fax"
2. The Sender Information will be pre-entered with your user info
3. Enter the recipient information or select from an available contact list and click '*Add Recipient*'
4. Select and fill out any information to be included as a cover page if you are using one
5. Browse to the file that is the fax information (you can add more with the '*Add Another Attachment*' button)
6. Choose any option variables for this fax
7. Click the Send Fax button at the bottom left of the screen

Send Fax by Web API

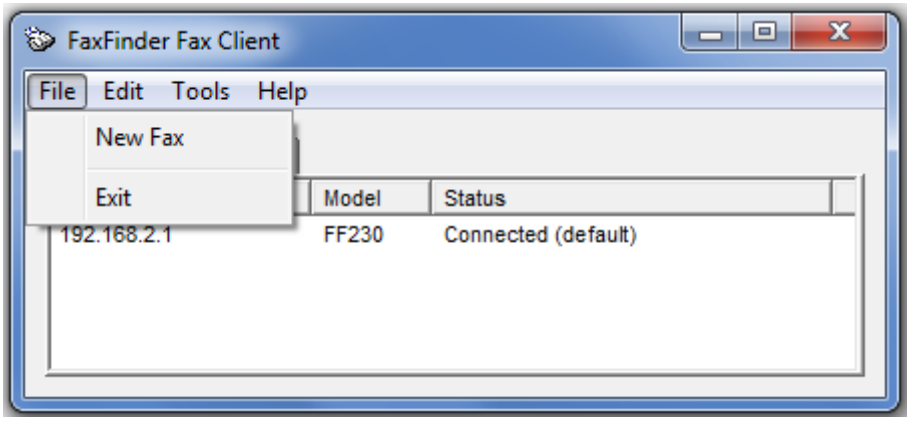
If your administrator has created a custom API (Application Programming Interface) for you to use, that is another option available for sending faxes through the FaxFinder. This will be unique for your company, so you should look for information from your Administrator or IT department.

Using the Client Software

This section will detail all of the commands, tabs and screens that the Client Software offers. While not every user will need all of the options available, you may want to glance through what is here for something that will prove useful to you. The Schedule Fax window is the primary means of sending a fax through the software and populating the contact list can save time by having those contacts readily available when a fax needs to be sent.

File Menu Command Descriptions

The following options are available from the **File** menu.



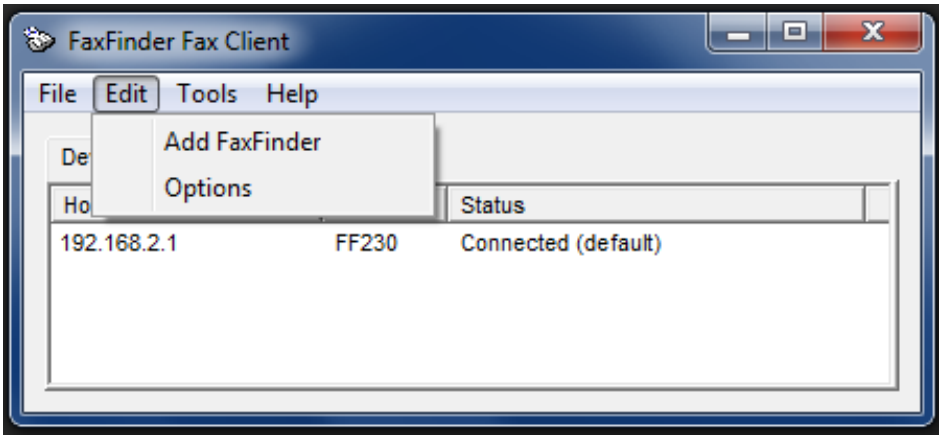
File menu Commands

New Fax: Clicking this command will bring up the '*Schedule Fax*' window of the default FaxFinder unit, where a user can enter the needed information and schedule a fax to be sent by the active FaxFinder unit.

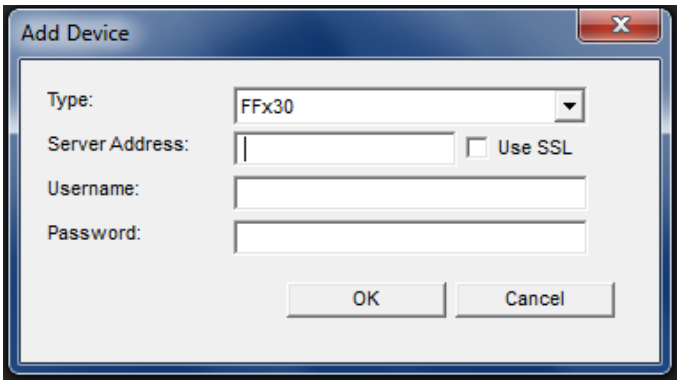
Exit: This will exit the FaxFinder Client software. You will be prompted with a pop-up verifying that you actually want to exit the software. Another option is to click on the window minimize button to return the FaxFinder client to the system tray.

Edit Menu Command Descriptions

The following options are available from the **Edit** menu.



Add FaxFinder



Type: Select the FaxFinder series you are connecting to.

FFx30 for the FF130, FF230, FF430 and FF830

FFx20 for the FF120, FF220, FF420 and FF820

Server Address: Enter the IP address of the FaxFinder unit that you want to add.

Use SSL: Check this box to use the secure sockets layer when accessing the FaxFinder.

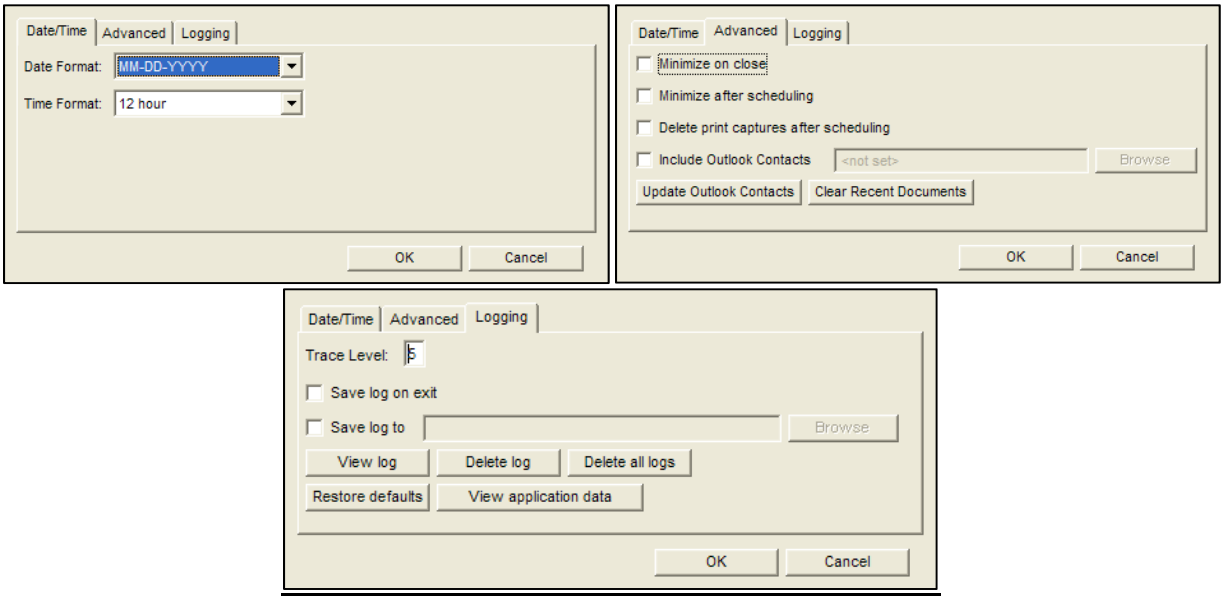
Username: Enter the user name you have been assigned for this unit.

Password: Enter the password associated with the user name you have been assigned for this unit.

Click **OK** to add the new FaxFinder unit to the client software.

Options

The following is available from the **Edit | Options** menu.



Date/Time tab:

Here you enter the date and time formats for the fax header from the drop-down menus provided.

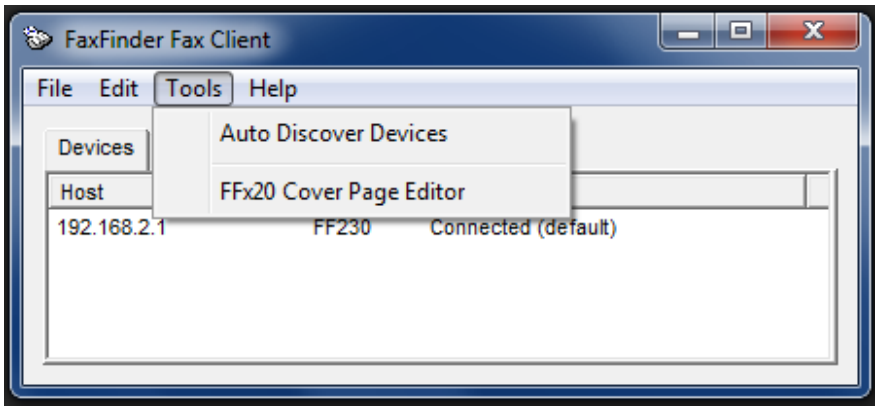
Advanced tab:

Here you designate the circumstances that will make the Send Fax window become minimized (**on close** or **after scheduling**) and allow the enabling of the importation of a Microsoft Outlook address book. To save on disk space, you can select to have print captures deleted after they are scheduled.
The **Include Outlook Contacts** checkbox will automatically find your Outlook (*2000* version and newer) folder and import the contacts that exist there. If you have Outlook installed to a directory other than the default, a Browse button is available for determining the correct folder.
The **Update Outlook Contacts** button will update the entire Outlook contact list in the FaxFinder unit if you have selected the 'Include Outlook Contacts' selection above. This will ensures the two sources are synchronized in the case of contact deletions, as by default, the FaxFinder will only automatically track additions and changes. A confirmation pop-up window will ask you if you are sure you want to do this.
The **Clear Recent Documents** button will delete the list of recently sent faxes. A confirmation pop-up window will ask you if you are sure you want to do this.

Logging tab:

A **Trace Level** of 9 is the highest trace setting. A Trace Level of 1 is the lowest (least amount of trace) setting.
Select **Save Log on Exit** to ensure the Log file exists after the application is closed.
Select **Save Log to** if you want to create a log file other than the default. You may **Browse** to an existing File Folder and type in the name of the custom log file in the edit field.
Click **View Log** to view the existing log file.
Click **Delete Log** to erase the current log.
Click **Delete All Logs** to remove any previously existing Log Files.
Click **Restore Defaults** to restore the Logging information to factory defaults.
Click **View Application Data** to start an explorer window to find and view existing log files.
Click **OK** to save your changes.
Click **Cancel** to Cancel any changes made.

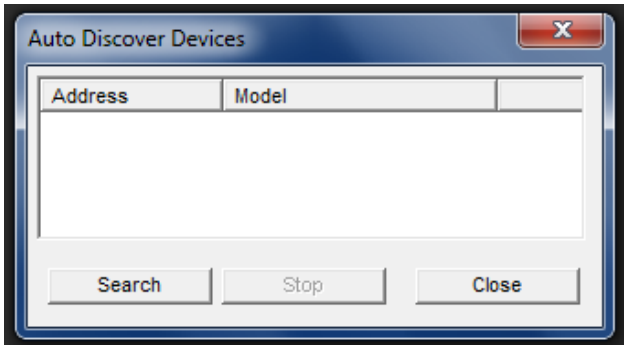
Tools Menu Command Descriptions



Auto Discover Devices: Selecting Auto Discover Devices will have the Client software search the network for active FaxFinder units that are on the same network.

Click on the **Search** button to begin the auto discovery. Once begun, you can click the **Stop** button to end the search at any time. When you are finished, click the **Close** button.

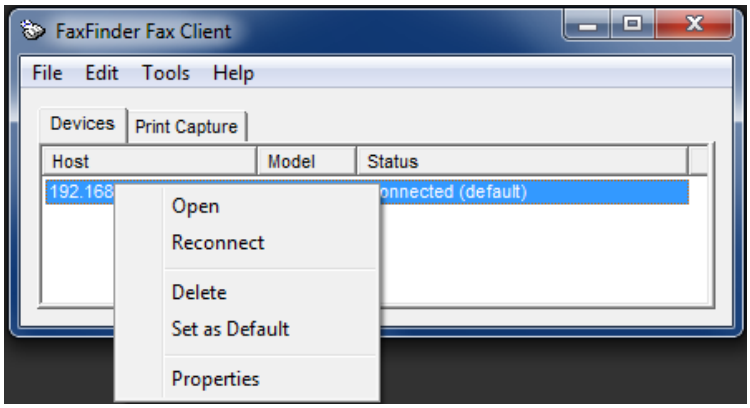
Any device found can be added by right-clicking and selecting *Add* or double-clicked to add it to the Client software.



FFx20 Cover Page Edit: Selecting this option will open the FaxFinder x20 Cover Page Editing software that was installed with the client. The software allows you to edit existing covers pages or create entirely new ones for the FaxFinder x20 models only.

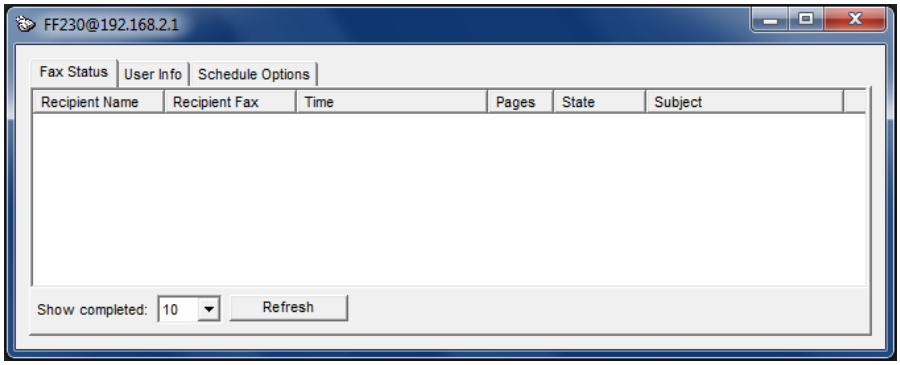
Devices Tab (Main Window)

The Devices tab will show all of the FaxFinder units that are associated with the client software. This window has three columns: *Host* (the name or IP address of a FaxFinder unit), *Model* (the model number of the FaxFinder unit) and *Status* (displays the connection state of the FaxFinder unit as well as showing which unit is set as the default unit for use). By **right-clicking** on the name or IP address of the FaxFinder unit in the *Host* column, you will get an option window.



Open

Selecting Open will launch the FaxFinder summary window.



Fax Status tab

This tab will show the name, number, time, pages, state and subject for any pending or sent faxes.

User Info tab

The user info tab lists your information as it is entered in to the FaxFinder unit.

Contacts (button)

The contacts button will open the contacts associated with the user currently logged in (you). The drop-down box allows you to choose contacts from the four available contact options (Personal, Global, Personal Groups and Global Groups).

The window below the drop-down selection will list all of the contacts for the option selected.

Search (button)

The search button will open a new window allowing you to search for a contact or contact group by Name or Description.

Save (button)

The Save button will save any changes made to the User Info on the FaxFinder unit.

Retrieve (button)

The retrieve button will query the FaxFinder unit for the current user information and update what is displayed in the client software.

Schedule Options tab

In the options tab you can change the default settings that are used for faxing: *Max Attempts, Fax Priority, Fax Receipt, Try Interval*.

Save (button)

Click the save button to make these changes to the FaxFinder unit for this user.

Reconnect

Selecting this option will attempt to reconnect the user to the selected FaxFinder.

Delete

Selecting this will delete the FaxFinder unit from use by this software. There is a delete confirmation window that will pop-up prior to actual deletion.

Set as Default

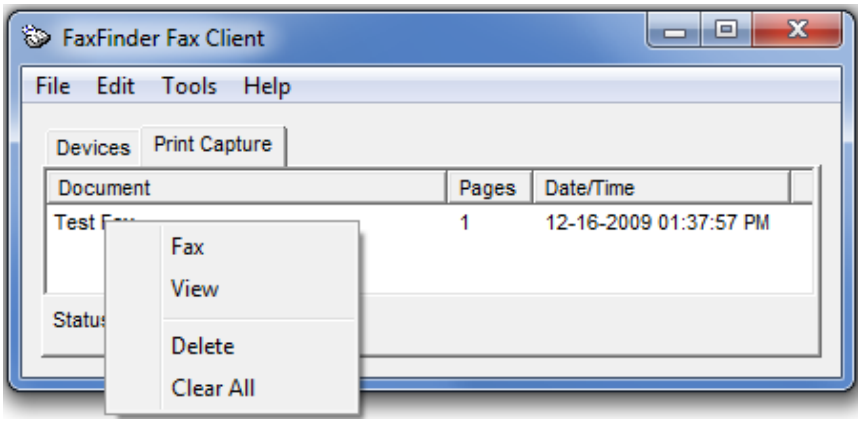
Selecting set as default will make the unit clicked the default unit for sending faxes through this software.

Properties

Selecting properties will bring up a window showing the FaxFinder unit type (FFx20 or FFx30), the IP address the unit is using and your user name and password. The password is replaced by asterisks for security.

Print Capture Tab (Main Window)

Any potential faxes sent from the print to FaxFinder option will be here, ready for additions, setting changes or scheduling. There are two columns to this field: *Document* (the name of the document ready to be scheduled) and *Pages* (the total number of pages in the document). To access the options for items in the print capture area, right-click on the document name.



Fax

Selecting this will open the Fax Scheduler window allowing you to change any parameters as needed and schedule your fax for a specific time or send it immediately. The Fax Schedule screen is covered earlier in this chapter.

View

Selecting the view option will open the document (a TIFF file) with the program associated with its extension type; if you chose to associate TIFF files with the TIFF Viewer during installation, that is the program that will open the file.

Delete

Selecting this will permanently delete the document from the client software. Entries in the Print Capture tab will remain until they are manually deleted using this command.

Clear All

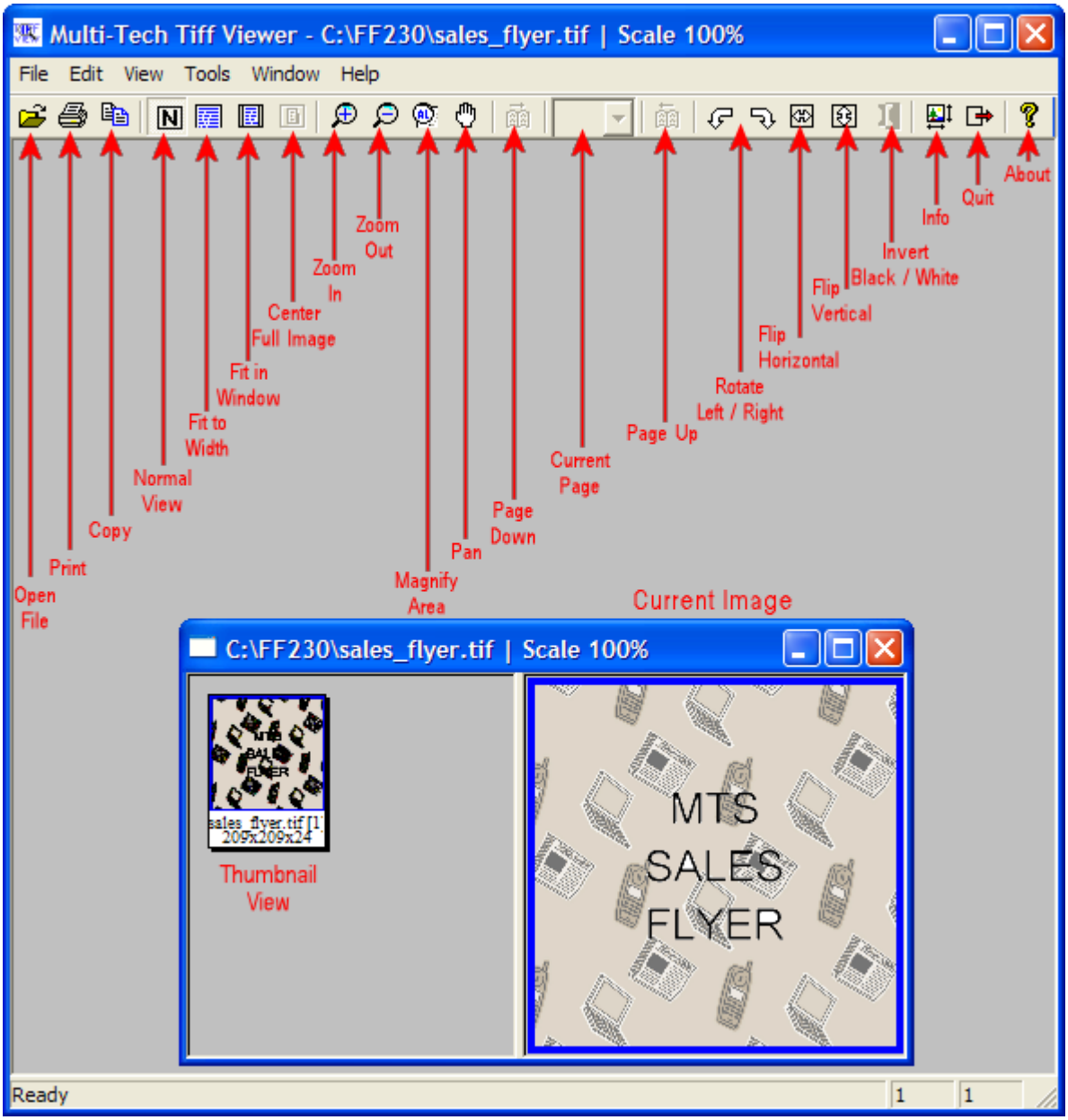
Selecting this option will clear the entire list of entries in the Print Capture section.

Using the Multi-Tech Tiff Viewer

The Multi-Tech Tiff Viewer program has a variety of features that enhance the viewing of fax messages in graphic file form (thumbnails, zooming, spot magnification, scrolling, rotating, etc.). The program can also manipulate and permanently alter the graphic files.

Toolbar Icons

The most commonly used functions are available as icons on the toolbar. In the diagram below, we label the functions of these icons.



While most of these features are common to many graphical programs, some warrant a bit of explanation, provided below.

Copy. The Copy function allows you to copy the fax file and insert it into a different application program. When you click the copy button, the current image will be copied to Windows Clipboard, from which you may then Paste into another applicable program or document. See "Importing Fax Images into Other Application Programs" below.

Pan (Omni-Directional Scroll). The "hand" icon allows you to bring any desired portion of the image into view by clicking and holding down the left mouse button and then moving the mouse to "drag" the image to where you want it.

Zoom to Selection. Click and drag with the mouse over the rectangular area you would like to view. The Multi-Tech Tiff Viewer zooms in sufficiently to fill the screen with the selected area.

Magnify Area (Spot Magnifying Glass). In this viewing mode, a magnifying glass icon (cursor) appears. It can be used in one of three ways to magnify any portion of the image: (a) Click over Area, (b) Click-and-Hold Over Area, (c) Scan the Graphic.

Click over Area. A secondary window will appear that shows the 'clicked-on' area magnified. You can adjust the size of the secondary window by dragging on its borders. You can re-locate the secondary window by putting the cursor inside the window, clicking, holding, and dragging.

Click-and-Hold over Area. Two additional windows will appear. The cursor itself becomes a small secondary window of fixed size. The same image also appears on a third window. You can adjust the size of the secondary window by dragging on its borders. You can re-locate the secondary window by putting the cursor inside the window, clicking and dragging.

Scan the Graphic. If you *click, hold, and drag*, you can scan the image in a magnified view. Two magnifying windows will appear as in the "Click-and-Hold Over Area" description above.

Thumbnail. The thumbnail shows a reduced size version of the current image as well as the dimensions. If you left-click on the thumbnail image, you will reset the current graphic to the original. *This will not undo any changes that were saved*.

Importing Fax Images into Other Application Programs

The **Copy** command in the Multi-Tech Tiff viewer program allows you to import the fax image into other application programs. A fax, in the TIF/TIFF format can be **Copied** from the Multi-Tech Tiff viewer program and **Pasted** into a word processing program document. The Windows Clipboard will only hold one copy at a time, so make sure not to use any copy command until you have pasted the current image to the new location.

Appendix A – Troubleshooting

1. What if I can't see the web page for my FaxFinder?

REMEDY: Verify that the Admin PC is actually on the same subnet as the FaxFinder and that it can be "pinged."

Launch a Command Prompt.

(In WinXP, go to **Start | All Programs | Accessories | Command Prompt**.
In Win2000, go to **Start | Programs | Accessories | Command Prompt**.)

Type **ipconfig** to verify that the Admin PC's IP address is in the same network as the FaxFinder's IP address.

Then type **ping 192.168.2.1** (or ***server's current IP address***) and press **Return**.

If the FaxFinder unit does reply to the ping and you are still unable to view the FaxFinder web page, then contact Multi-Tech Technical Support on our portal at https://support.multitech.com .

To see what the IP address of the FaxFinder unit is, plug a serial cable into the Console/Command port, open communication software (like HyperTerminal) set to a serial speed of 115,200 bps and type **ifconfig**.

2. What if I don't get an email when I click the Send Test Email link?

This pertains to the procedure "System Configuration | SMTP."

The email may have failed due to one of several causes:

(A) the name server cannot be resolved,

(B) the mail server cannot be contacted; or

(C) the client PC running the mail software cannot connect to the mail server; or

(D) the administrator's email address may be missing or incorrect;

(E) the email server does not support SMTP; or

(F) a discrepancy exists between settings established in the FaxFinder **System Configuration | SMTP** screen and the email server's requirements for User ID and/or Password in establishing authentication with the FaxFinder.

CAUSE A: During transmission, the name server's address could not be resolved (that is, the FaxFinder unit could not contact your name server).

RESPONSE A: Contact the FaxFinder unit using secure shell and try to ping the name server.

ssh user@ip

user: admin

password: admin

ping 192.168.y.y (where this is the address of the name server)

If the name server ping fails, you must determine why it failed.

The name server may not be reachable because it is on a different subnet. The name server ping could also fail because the default gateway has been set incorrectly.

If the name server ping succeeds, then try to ping the mail server using its domain name.

ping mail.ourcompany.com

If you succeed in pinging the mail server by its IP address but yet it cannot be pinged via its domain name, then the name server is not functioning correctly.

If the mail server can be pinged neither by its domain name nor by its IP address, then consider item B below.

CAUSE B: The mail server is not running or cannot be contacted from the FaxFinder unit.

RESPONSE B: Verify that the mail server is running by sending an email to yourself using your email software.

If you cannot send an email to yourself using your email software, then the mail server is not running and you should find out why.

If you can send an email to yourself using the email software, then there is a problem between your mail server and the FaxFinder unit. Contact Multi-Tech Technical Support on our portal at https://support.multitech.com.

CAUSE C: The client PC running the mail software cannot connect to the mail server.

RESPONSE C: If you, as a client, cannot send yourself an email, then contact your administrator; there may be a problem with your mail server.

CAUSE D: The administrator's email address may be missing or incorrect.

RESPONSE D: Check and add/correct the administrator's email address, as needed.

No email message after mail server setup (cont'd)

CAUSE E: The email server does not support SMTP.

RESPONSE E: Contact the FaxFinder unit using secure shell either at its IP address or name (if a name server is present) and specify the SMTP Port Number (25 is the common/standard port number, but this number is configurable in the FaxFinder **System Configuration | SMTP** screen). Using Telnet (*IP address: port*) to get to the SMTP server is the easiest method.

The email server should then return a "Welcome" message.

Type EHLO

The email server should then return a listing of supported protocols and other information.

If the email server does not respond with a 'Welcome' message, or, if it does not respond to EHLO, then, either the email server does not support SMTP or the port number is wrong (that is, the port number used in the telnet command does not match what was already specified in the **System Configuration | SMTP** screen).

If the email server does not support SMTP, it will not inter-operate with any FaxFinder unit.

CAUSE F: A discrepancy exists between settings established in the FaxFinder **System Configuration | SMTP** screen and the email server's requirements for User ID and/or Password in establishing authentication with the FaxFinder.

After you have set the FaxFinder Administrator's email address, go to the **System Configuration | SMTP** screen and click "Update." In response to this, an email will be sent to the FaxFinder Administrator.

Email servers have different requirements about User ID and Password with respect to authentication to another server. In order to authenticate, some email servers will require a User ID and Password and will reject authentication if a User ID and a Password have not been provided. For other email servers, a User ID and Password are not required and not allowed and these email servers will reject authentication if a User ID and Password are included.

RESPONSE F: Consult with the administrator of your email server about its User ID/Password requirements for authentication. Then configure the FaxFinder's **System Configuration | SMTP** screen fields accordingly. The specific fields are "SMTP Server User ID" and "SMTP Password." Leave these fields blank or fill in these fields according to the requirements of your email server.

3. My FaxFinder 130 or 230 is no longer responding to my inputs.

REMEDY: The FF130 and 230 models have a reset switch in lieu of a power toggle switch. Using a straightened paper clip to push the recessed button will perform a hardware reset. This is only necessary if the unit becomes unresponsive.

4. What if the FaxFinder doesn't answer a fax call?

REMEDY

Use this procedure, if, during a test call to one of the FaxFinder numbers, you fail to see the "Waiting for Ring" State change to the “Waiting for Connect” State in the **Status & Logs | Fax Status** screen and if you fail to hear modem dialup/negotiation tones – both the state and the sound must be observable.

A. Situate yourself in a place where you can see the FaxFinder unit and, simultaneously, use a phone on a regular POTS line.

B. From that ordinary POTS phone, dial one of the phone numbers associated with the FaxFinder.

C. As the call is completed, listen for fax tones and look for the “Waiting for Connect” message in **Status & Logs | Fax Status**.

Sometimes it is possible to see activity in the LED indicators, but often the brevity of the flash it difficult to notice – listening for the fax tones is the best method for troubleshooting.

5. SMTP Error Code List

Many messages now contain the last response from the email server. These error codes may be looked up to give more details of exactly what occurred. The Internet Engineering Task Force (IETF) maintains information about SMTP error codes. You can look them up online at *ietf.org* in the RFC repository.

6. Dealing with Failed Fax Reports

Occasionally clients will receive email messages from the FaxFinder that pertain to faxes that have failed partially or entirely. That is, some or all of the intended pages of the fax may arrive in a form that cannot be read. Each FaxFinder-generated email of a fax with any failed pages will have one additional file attached: a modem log file with a name like modem0modem1_date-time.txt.

The modem log file contains information about the "conversation" between the sending modem and the FaxFinder's receiving modem. This information may be valuable to the FaxFinder administrator, working in conjunction with Multi-Tech Tech Support, in protecting the fax system and preventing future errors.

As FaxFinder administrator, you should instruct FaxFinder clients to forward the modem log file from any failed messages directly back to you.

Failure Analysis: Factors to Consider

When analyzing the modem log files from failed faxes, you should consider these questions:

- Is this failure a one-time event or is it part of a larger pattern? If it is a one-time event, it is probably unimportant. If it seems to be part of a larger pattern, it will be valuable to determine what kind of a pattern is involved.
- Are many failures coming from a particular fax machine or from a particular brand or model of fax machine? If so, then check the Multi-Tech web site for applicable modem firmware updates to the FaxFinder.
- Have there been recent changes to the phone system or the room where the equipment is located? (Amid such changes, a phone line might be bumped and so be disconnected or have an intermittent connection.)
- Have phone lines recently been changed or re-routed? (Damaged or noisy phone lines can cause fax failures.)

Possible Solutions to Fax Failure Problems

- Lower the incoming baud rate for received faxes.
- Check Multi-Tech web site for newer modem firmware for FaxFinder and, if any is available, upgrade the FaxFinder (see the section "Modem Firmware Update").
- Contact Multi-Tech Technical Support on our portal at https://support.multitech.com.

Appendix B – Customization

Web Services API

Introduction

This section illustrates the HTTP/XML communication between the FaxFinder Web Service (FFWS) and a client. FFWS provides an interface to FFx30 model FaxFinders for client applications. Client applications can use FFWS for sending faxes, managing contacts and monitoring fax status.

Authorization

All request requiring authorization must have the Authorization header set using Basic authentication. If this is not set or the username or password are incorrect then “401 Unauthorized” is returned.

```
See RFC 2617 for implementation
```

HTTPS

The server supports HTTPS. Secure requests can be sent to the default HTTPS port 443.

Creating a new fax

An application can schedule a fax by posting the schedule fax XML to the *ofax* resource. If the fax is successfully scheduled then a response is returned with the scheduled entries.

Each file that you wish to attach as fax pages must be placed in an attachment element. An "inline" attachment is an attachment with the contents of the file inserted into the content tag. Inline attachments must be encoded using base64. The name of the attachment can usually be set to the basename of the file unless that name is not unique among the attachments. The name is used primarily for error responses, so if you would like to know the attachment which failed then it is important to make this field unique. The content type of the attachment should be set to match the type of file being transferred. For example, if you are attaching a PDF, then the content type should be set to "application/pdf". It is important to properly set the type because this field is used when converting the file into fax pages. No attempt is made to guess the content type on the server.

Limits

```
Request size: 2MB for [12]30, 5MB for [48]30
Maximum Recipients per Fax: 400
```

Query Parameters:

```
None
```

HTTP Request line:

```
POST /ffws/v1/ofax HTTP/1.1
```

HTTP Response Status Codes:

```
201 Created
  The fax has been created successfully.
400 Bad Request
  Invalid request. The fax has not been scheduled. A more verbose message may
  be provided in the response message if possible.
```

Example:

```
POST /ffws/v1/ofax HTTP/1.1
content-type: application/xml
authorization: Basic YWRtaW46YWRtaW4=

<?xml version="1.0" encoding="UTF-8"?>
<schedule_fax>
  <cover_page>
    <url>https://192.168.2.1/ffws/v1/data/cover_pages/default.pdf</url>
    <enabled>true</enabled>
    <subject>Test Subject</subject>
    <comments>Test Message</comments>
  </cover_page>
  <sender>
    <name>Sender Name</name>
    <organization>Sender Org</organization>
    <phone_number>111-222-3333</phone_number>
    <fax_number>111-222-3334</fax_number>
    <email_address>sender@example.com</email_address>
  </sender>
  <recipient>
    <name>Rcpt 1 Name</name>
    <organization>Rcpt 1 Org</organization>
    <fax_number>111-222-3335</fax_number>
    <phone_number>218-555-3336</phone_number>
  </recipient>
  <attachment>
    <location>inline</location>
    <name>attachment1.txt</name>
    <content_type>text/plain</content_type>
    <content_transfer_encoding>base64</content_transfer_encoding>
    <content>dGVzdA==</content>
  </attachment>
  <max_tries>3</max_tries>
  <priority>3</priority>
  <try_interval>30</try_interval>
  <receipt>failure</receipt>
  <receipt_attachment>none</receipt_attachment>
  <schedule_all_at>2008-08-07T20:30:00</schedule_all_at>
</schedule_fax>
-----------------------------------
HTTP/1.1 201 Created
content-type: application/xml

<?xml version="1.0" encoding="UTF-8"?>
<response>
  <message>Success</message>
  <fax_entry>
..<fax_entry_url>https://192.168.2.1/ffws/v1/ofax/0000001B/0000</fax_entry_url>
    <fax_url>https://192.168.2.1/ffws/v1/ofax/0000001B</fax_url>
    <state>preprocessing</state>
    <schedule_message>New fax entry</schedule_message>
    <created>2008-08-01 08:43:29</created>
    <stime>2008-08-01 08:52:29</stime>
    <try_number>1</try_number>
    <agent>FFWS</agent>
    <preview>https://192.168.2.1/ffws/v1/data/preview/0000001B-0000.pdf</preview>
```

```
    <cover_page>
      <url>https://192.168.2.1/ffws/v1/data/cover_pages/default.pdf</url>
      <enabled>true</enabled>
      <subject>Test Subject</subject>
      <comments>Test Message</comments>
    </cover_page>
    <sender>
      <username>admin</username>
      <name>Sender Name</name>
      <organization>Sender Org</organization>
      <phone_number>111-222-3333</phone_number>
      <fax_number>111-222-3334</fax_number>
      <email_address>sender@example.com</email_address>
    </sender>
    <recipient>
      <name>Rcpt 1 Name</name>
      <organization>Rcpt 1 Org</organization>
      <fax_number>111-222-3335</fax_number>
      <phone_number>218-555-3336</phone_number>
    </recipient>
    <max_tries>3</max_tries>
    <priority>3</priority>
    <try_interval>30</try_interval>
    <receipt>failure</receipt>
    <receipt_attachment>none</receipt_attachment>
    <pages>0</pages>
    <approver></approver>
    <approval_time></approval_time>
  </fax_entry>
</response>
```

Retrieving Fax Entries

HTTP Request line:

```
GET /ffws/v1/ofax HTTP/1.1
GET /ffws/v1/ofax/FAXKEY HTTP/1.1
GET /ffws/v1/ofax/FAXKEY/ENTRYKEY HTTP/1.1
```

Query Parameters:

```
all_users=true|false
An Admin level user can set this option to query all users instead of just
faxes belonging to the authenticated user.
complete_limit=LIMIT
Limit the number of completed faxes returned in a general query
(/ffws/v1/ofax) to LIMIT. By default the limit is 10. Faxes
displayed in the completed list are (pre)viewable and re-schedulable.
class=pending|sending|complete
Retrieve faxes by class.
include_modem_info=true|false
Include Modem level information in the response (init_time,
connect_time, ...). Requesting this information is costly and it also
increases the size of the response. Modem information only exists after the
modem has completed at least one full attempt.
```

HTTP Response Status Codes:

200 OK
Here are the fax entries.

Example:

```
GET /ffws/v1/ofax HTTP/1.1
content-type: application/xml
authorization: Basic YWRtaW46YWRtaW4=

---------------------------------
HTTP/1.1 200 OK
content-type: application/xml

<?xml version="1.0" encoding="UTF-8"?>
<response>
  <message>Success</message>
  <fax_entry>
  <fax_entry_url>https://192.168.2.1/ffws/v1/ofax/0000001B/0000</fax_entry_url>
    <fax_url>https://192.168.2.1/ffws/v1/ofax/0000001B</fax_url>
    <state>aborted</state>
    <schedule_message>Fax aborted by user</schedule_message>
    <created>2008-08-01 08:43:29</created>
    <stime>2008-08-01 08:52:29</stime>
    <try_number>1</try_number>
    <agent>FFWS</agent>
    <preview>https://192.168.2.1/ffws/v1/data/preview/0000001B-0000.pdf</preview>
    <cover_page>
      <url>https://192.168.2.1/ffws/v1/data/cover_pages/default.pdf</url>
      <enabled>true</enabled>
      <subject>Test Subject</subject>
      <comments>Test Message</comments>
    </cover_page>
    <sender>
      <username>admin</username>
      <name>Sender Name</name>
      <organization>Sender Org</organization>
      <phone_number>111-222-3333</phone_number>
      <fax_number>111-222-3334</fax_number>
      <email_address>sender@example.com</email_address>
    </sender>
    <recipient>
      <name>Rcpt 1 Name</name>
      <organization>Rcpt 1 Org</organization>
      <fax_number>111-222-3335</fax_number>
      <phone_number>218-555-3336</phone_number>
    </recipient>
    <max_tries>3</max_tries>
    <priority>3</priority>
    <try_interval>30</try_interval>
    <receipt>failure</receipt>
    <receipt_attachment>none</receipt_attachment>
    <pages>1</pages>
  </fax_entry>
</response>
```

Aborting a Fax Entry

HTTP Request line:

```
DELETE /ffws/v1/ofax/FAXKEY HTTP/1.1
DELETE /ffws/v1/ofax/FAXKEY/ENTRYKEY HTTP/1.1
```

HTTP Response Status Codes:

202 Accepted
An abort has been sent. The fax entry will be aborted if possible.

400 Bad Request
The fax specified could not be aborted. The user may not be the owner of the fax or the fax could not be found.

Example:

```
DELETE /ffws/v1/ofax/0000001B/0000 HTTP/1.1
content-type: application/xml
authorization: Basic YWRtaW46YWRtaW4=

-----------------------------------
HTTP/1.1 202 Accepted
content-type: application/xml
```

Rescheduling a Fax Entry

HTTP Request line:

```
PUT /ffws/v1/ofax/FAXKEY/ENTRYKEY?at=TIME HTTP/1.1
```

Query Parameters:

```
at=TIME
TIME := now | DATETIME_UTC_URLENCODED
DATETIME_UTC_URLENCODED := YYYY-MM-DDTHH%3AMM%3ASS
```

Note: The "now" value was added in *version 2.1*. Earlier versions of firmware could reschedule a fax for the current server time by omitting all query parameters. This usage is now deprecated and may be removed in a future release.

HTTP Response Status Codes:

202 Accepted
Attempting to reschedule faxes. There is no guarantee that all entries will be rescheduled. For instance, entries that are sending when the reschedule is received will not be rescheduled.

400 Bad Request
The fax specified could not be rescheduled. The user may not be the owner of the fax or the fax could not be found

Example:

```
PUT /ffws/v1/ofax/0000001B/0000?at=2008-08-09T22%3A30%3A00 HTTP/1.1
content-type: application/xml
authorization: Basic YWRtaW46YWRtaW4=

-----------------------------------
HTTP/1.1 202 Accepted
content-type: application/xml
```

Retrieving User Information

HTTP Request line:

```
GET /ffws/v1/users/USERNAME HTTP/1.1
```

HTTP Response Status Codes:

200 OK
Success

403 Forbidden
Authenticated user does not have permission to view data associated with username.

404 Not Found
No user found with that username.

Example:

```
GET /ffws/v1/users/admin HTTP/1.1
content-type: application/xml
authorization: Basic YWRtaW46YWRtaW4=

-----------------------------------
HTTP/1.1 200 OK
content-type: application/xml

<?xml version="1.0" encoding="UTF-8"?>
<response>
  <message>Success</message>
  <user>
    <user_url>https://192.168.2.1/ffws/v1/users/admin</user_url>
    <name>Administrator</name>
    <username>admin</username>
    <email_address>admin@example.com</email_address>
    <phone_number>111-222-3333</phone_number>
    <fax_number>111-222-3334</fax_number>
    <organization>Example Org</organization>
  </user>
</response>
```

Retrieving Contacts

HTTP Request line:

```
  GET /ffws/v1/contacts/USERNAME HTTP/1.1
  GET /ffws/v1/contacts/USERNAME/ID HTTP/1.1
  GET /ffws/v1/contacts/global_contact_list HTTP/1.1
  GET /ffws/v1/contacts/global_contact_list/ID HTTP/1.1
```

Query Parameters:

```
limit=LIMIT
Limit the number of results to LIMIT.

offset=OFFSET
Skip OFFSET entries from the start. Only valid when limit is specified.

  name=SUBSTR
  fax_number=SUBSTR
  phone_number=SUBSTR
  organization=SUBSTR
  Search for contacts by field name. If you specify more than one they are
logically ANDed.
```

HTTP Response Status Codes:

200 OK
  Success

403 Forbidden
  Authenticated user does not have permission to view data associated with username.

404 Not Found
  No user found with that username.

Example:

```
GET /ffws/v1/contacts/admin HTTP/1.1
content-type: application/xml
authorization: Basic YWRtaW46YWRtaW4=

-----------------------------------
HTTP/1.1 200 OK
content-type: application/xml

<?xml version="1.0" encoding="UTF-8"?>
<response>
  <message>Success</message>
  <contact>
    <contact_url>https://192.168.2.1/ffws/v1/contacts/admin/3</contact_url>
    <name>Contact Name</name>
    <fax_number>111-222-4444</fax_number>
    <phone_number>218-555-3336</phone_number>
    <organization>Contacts Org</organization>
  </contact>
</response>
```

Adding New Contacts

HTTP Request line:

```
POST /ffws/v1/contacts/USERNAME HTTP/1.1
```

HTTP Response Status Codes:

200 OK
  Created

403 Forbidden
  Authenticated user does not have permission to change data associated with username.

404 Not Found
  No user found with that username.

400 Bad Request
  The provided XML is not valid.

Example:

```
POST /ffws/v1/contacts/admin HTTP/1.1
content-type: application/xml
authorization: Basic YWRtaW46YWRtaW4=

<?xml version="1.0" encoding="UTF-8"?>
<contact>
  <name>Test Recipient</name>
  <fax_number>111-222-4444</fax_number>
  <phone_number>218-555-3336</phone_number>
  <organization>Some org</organization>
</contact>

-----------------------------------
HTTP/1.1 200 OK
content-type: application/xml

<?xml version="1.0" encoding="UTF-8"?>
<response>
  <message>Created</message>
  <contact>
    <contact_url>https://192.168.2.1/ffws/v1/contacts/admin/6</contact_url>
    <name>Test Recipient</name>
    <fax_number>111-222-4444</fax_number>
    <phone_number>218-555-3336</phone_number>
    <organization>Some org</organization>
  </contact>
</response>
```

Modifying Contacts

HTTP Request line:

```
POST /ffws/v1/contacts/USERNAME/id HTTP/1.1
```

HTTP Response Status Codes:

200 OK
Modified successfully.

403 Forbidden
Authenticated user does not have permission to change data associated with username.

404 Not Found
No user found with that username.

400 Bad Request
The provided XML is not valid.

Example:

```
POST /ffws/v1/contacts/admin/6 HTTP/1.1
content-type: application/xml
authorization: Basic YWRtaW46YWRtaW4=

<?xml version="1.0" encoding="UTF-8"?>
<contact>
  <name>Change name</name>
  <fax_number>111-222-4444</fax_number>
  <phone_number>218-555-3336</phone_number>
  <organization>Some org</organization>
</contact>

-----------------------------------
HTTP/1.1 200 OK
content-type: application/xml

<?xml version="1.0" encoding="UTF-8"?>
<response>
  <message>Modified</message>
</response>
```

Deleting Contacts

HTTP Request line:

```
DELETE /ffws/v1/contacts/USERNAME/id HTTP/1.1
```

HTTP Response Status Codes:

200 OK
Deleted

403 Forbidden
Authenticated user does not have permission to change data associated with username.

404 Not Found
No user found with that username.

Example:

```
DELETE /ffws/v1/contacts/admin/6 HTTP/1.1
content-type: application/xml
authorization: Basic YWRtaW46YWRtaW4=

-----------------------------------
HTTP/1.1 200 OK
content-type: application/xml

<?xml version="1.0" encoding="UTF-8"?>
<response>
  <message>Deleted</message>
</response>
```

Retrieving Contact Groups

HTTP Request line:

```
  GET /ffws/v1/contact_groups/USERNAME HTTP/1.1
  GET /ffws/v1/contact_groups/global_contact_list HTTP/1.1
```

Query Parameters:

```
  limit=LIMIT
  Limit the number of results to LIMIT.
  offset=OFFSET
  Skip OFFSET entries from the start.  Only valid when limit is specified.
  name=SUBSTR
  description=SUBSTR
  Search for groups by field name. If you specify more than one, they are
logically ANDed.
```

HTTP Response Status Codes:

200 OK

```
  Success
```

403 Forbidden

```
  Authenticated user does not have permission to view data associated with
username.
```

404 Not Found

```
  No user found with that username.
```

Example:

```
  GET /ffws/v1/contact_groups/admin HTTP/1.1
  content-type: application/xml
  authorization: Basic YWRtaW46YWRtaW4=
 ---------------------------------
HTTP/1.1 200 OK
content-type: application/xml
<?xml version="1.0" encoding="UTF-8"?>
<response>
  <message>Success</message>
  <contact_group>
    <contact_group_url>https://172.16.128.5/ffws/v1/contact_groups/admin/4
    </contact_group_url>
    <name>g one</name>
    <description>g one</description>
    <contact>https://172.16.128.5/ffws/v1/contacts/admin/1</contact>
    <contact>https://172.16.128.5/ffws/v1/contacts/admin/2</contact>
    <contact>https://172.16.128.5/ffws/v1/contacts/global_contact_list/3
    </contact>
  </contact_group>
  <contact_group>
    <contact_group_url>https://172.16.128.5/ffws/v1/contact_groups/admin/6
    </contact_group_url>
    <name>g two</name>
    <description>g two org</description>
    <contact>https://172.16.128.5/ffws/v1/contacts/admin/2</contact>
    <contact>https://172.16.128.5/ffws/v1/contacts/global_contact_list/4
    </contact>
  </contact_group>
</response>
```

Retrieving Cover Pages

HTTP Request line:

```
GET /ffws/v1/data/cover_pages HTTP/1.1
```

HTTP Response Status Codes:

200 OK
  Success

Example:

```
GET /ffws/v1/data/cover_pages HTTP/1.1
content-type: application/xml
authorization: Basic YWRtaW46YWRtaW4=

-----------------------------------
HTTP/1.1 200 OK
content-type: application/xml

<?xml version="1.0" encoding="UTF-8"?>
<response>
  <message>Success</message>
    <file>
      <name>default.pdf</name>
      <type>application/pdf</type>
      <url>https://192.168.2.1/ffws/v1/data/cover_pages/default.pdf</url>
    </file>
    <file>
      <name>multitech.pdf</name>
      <type>application/pdf</type>
      <url>https://192.168.2.1/ffws/v1/data/cover_pages/multitech.pdf</url>
    </file>
    <file>
      <name>sample1.pdf</name>
      <type>application/pdf</type>
      <url>https://192.168.2.1/ffws/v1/data/cover_pages/sample1.pdf</url>
    </file>
    <file>
      <name>sample2.pdf</name>
      <type>application/pdf</type>
      <url>https://192.168.2.1/ffws/v1/data/cover_pages/sample2.pdf</url>
    </file>
  </response>
```

Verify User

Authenticates the user and then simply returns 200 OK.

HTTP Request line:

```
GET /ffws/v1/verify HTTP/1.1
```

HTTP Response Status Codes:

```
200 OK
  Verified
```

Example:

```
GET /ffws/v1/verify HTTP/1.1
content-type: application/xml
authorization: Basic YWRtaW46YWRtaW4=
-----------------------------------
HTTP/1.1 200 OK
content-type: application/xml
<?xml version="1.0" encoding="UTF-8"?>
<response>
  <message>Verified</message>
</response>
```

Retrieving information about the FaxFinder

HTTP Request line:

```
GET /ffws/v1/about HTTP/1.1
```

HTTP Response Status Codes:

```
200 OK
  Success
```

Example:

```
GET /ffws/v1/about HTTP/1.1
content-type: application/xml
authorization: Basic YWRtaW46YWRtaW4=
-----------------------------------
HTTP/1.1 200 OK
content-type: application/xml
<?xml version="1.0" encoding="UTF-8"?>
<response>
  <message>Success</message>
  <about>
    <model>FF230</model>
    <version>2.0</version>
  </about>
</response>
```

General Status Codes

Be aware that other Status Codes that do not pertain specifically to the resource requested may be returned.

See RFC 2616 for a listing of all possible codes.

Some FFWS general errors:

```
401 Unauthorized
  Authorization required

415 Unsupported Media Type
  Content-Type must be set to 'application/xml'

405 Method Not Allowed
  The resource does not support that method

503 Service Unavailable
  Temporary overloading
```

Schedule Fax Element

Most elements under schedule_fax are optional. If an element is left out then an appropriate default or the empty string will be substituted.

```
<!-- Describes one or more faxes to send ->
<schedule_fax>
  <!-- Cover page information -->
  <cover_page>

    <!-- URL of cover page on server to use -->
    <!-- default: default.pdf -->
    <!-- required: no -->
    <!-- value: string -->
    <url>https://192.168.2.1/ffws/v1/data/cover_pages/default.pdf</url>

    <!-- Enable or disable the inclusion of a cover page -->
    <!-- default: true -->
    <!-- required: no -->
    <!-- value: boolean -->
    <enabled>true</enabled>

    <!-- Subject added to subject field on cover page -->
    <!-- default: "" -->
    <!-- required: no -->
    <!-- value: string -->
    <subject>Test Subject</subject>

    <!-- Message added to the comments field on cover page -->
    <!-- Formatting is not preserved. Newlines and spaces -->
    <!-- are reduced to a single space. -->
    <!-- default: "" -->
    <!-- required: no -->
    <!-- value: string -->
    <comments>Test Message</comments>
  </cover_page>
```

```
<!-- Sender information -->
<sender>

  <!-- The name of the sender -->
  <!-- default: "" -->
  <!-- required: no -->
  <!-- value: string -->
  <name>Sender Name</name>

  <!-- Sender Organization/company -->
  <!-- default: "" -->
  <!-- required: no -->
  <!-- value: string -->
  <organization>Sender Org</organization>

  <!-- Sender phone number -->
  <!-- default: "" -->
  <!-- required: no -->
  <!-- value: string -->
  <phone_number>111-222-3333</phone_number>

  <!-- Sender fax number -->
  <!-- default: "" -->
  <!-- required: no -->
  <!-- value: string -->
  <fax_number>111-222-3334</fax_number>

  <!-- Sender email address-->
  <!-- This field must be included to receive email alerts -->
  <!-- default: "" -->
  <!-- required: no -->
  <!-- value: string -->
  <email_address>sender@example.com</email_address>
</sender>

<!-- Recipient information -->
<!-- At least one recipient must be included -->
<!-- A fax is sent to each recipient -->
<recipient>

  <!-- Recipient Name -->
  <!-- default: "" -->
  <!-- required: no -->
  <!-- value: string -->
  <name>Rcpt 1 Name</name>

  <!-- Recipient Organization -->
  <!-- default: "" -->
  <!-- required: no -->
  <!-- value: string -->
  <organization>Rcpt 1 Org</organization>

  <!-- Recipient Fax Number -->
  <!-- The fax number to send to -->
  <!-- required: yes -->
  <!-- value: string -->
  <fax_number>111-222-3335</fax_number>
```

```
    <!-- Recipient Phone Number -->
    <!-- default: "" -->
    <!-- required: no -->
    <!-- value: string -->
    <phone_number>218-555-3336</phone_number>
  </recipient>

  <!-- Attachments to send as fax pages -->
  <attachment>

    <!-- Attachment location -->
    <!-- required: yes -->
    <!-- value: inline | external -->
    <location>inline</location>

    <!-- Attachment name -->
    <!-- A unique name associate with this attachment -->
    <!-- Used to differentiate between attachments -->
    <!-- required: yes if location == inline -->
    <!-- value: string -->
    <name>attachment1.txt</name>

    <!-- Attachment type must be one of: -->
    <!--   application/pdf -->
    <!--   application/postscript -->
    <!--   text/plain -->
    <!--   image/tiff -->
    <!-- required: yes if location == inline -->
    <!-- value: string -->
    <content_type>text/plain</content_type>

    <!-- Content encoding -->
    <!-- Must be set to base64 -->
    <!-- required: yes if location == inline -->
    <!-- value: string -->
    <content_transfer_encoding>base64</content_transfer_encoding>

    <!-- Content of attachment base64 encoded -->
    <!-- required: yes if location == inline -->
    <!-- value: string -->
    <content>dGVzdA==</content>

    <!-- Url of attachment -->
    <!-- required: yes if location == external -->
    <!-- value: string -->
    <url>/ffws/v1/data/userspace/admin/report.pdf</url>
  </attachment>

  <!-- Maximum number of tries until failure of fax -->
  <!-- default: 3 -->
  <!-- required: no -->
  <!-- value: integer -->
  <max_tries>3</max_tries>
```

```
  <!-- Priority level of fax -->
  <!-- Must be of value from 0..5 where 0 is the highest -->
  <!-- A higher priority fax will send before a lower priority fax -->
  <!-- when there are more than one fax ready to send. -->
  <!-- default: 3 -->
  <!-- required: no -->
  <!-- value: integer -->
  <priority>3</priority>

  <!-- Interval in seconds between failure tries -->
  <!-- default: 30 -->
  <!-- required: no -->
  <!-- value: integer -->
  <try_interval>30</try_interval>

  <!-- Fax Receipt -->
  <!-- Send a fax receipt to senders email: "always" | "never" | "failure" -->
  <!-- default: "failure" -->
  <!-- required: no -->
  <!-- value: string -->
  <receipt>failure</receipt>

  <!-- Fax Attachment with Receipt -->
    <!-- Send the fax pages as an attachment with receipt: "pdf" | "tiff" |
"none" -->
    <!-- default: "pdf" -->
    <!-- required: no -->
    <!-- value: string -->
    <receipt_attachment>none</receipt_attachment>

    <!-- URL of scheduled faxes -->
  <!-- Added by FFWS -->
  <!-- value: string -->
  <fax_url>https://192.168.2.1/ffws/v1/ofax/0000001C</fax_url>

  <!-- Total number of fax pages not including the cover page -->
  <!-- Added by FFWS -->
  <!-- value: integer -->
  <pages>1</pages>

  <!-- Schedule all faxes to send at a specified UTC time -->
  <!-- If this options is not present then faxes will be -->
  <!-- scheduled to send as soon as possible. -->
  <!-- Format: %FT%T -->
  <!-- required: no -->
  <!-- value: string -->
  <schedule_all_at>2008-08-07T20:30:00</schedule_all_at>

</schedule_fax>
```

Fax Entry Element

This element represents an actual fax that will be sent. Some of the elements are the same as elements provided in schedule_fax. See the documentation above for an explanation of those fields.

```
<!-- Describes a Fax Entry -->
<fax_entry>
  <!-- URL of this fax_entry -->
  <!-- value: string -->
<fax_entry_url>https://192.168.2.1/ffws/v1/ofax/00000FD1/0000</fax_entry_url>

  <!-- URL of scheduled_fax group to which this fax_entry is a part of -->
  <!-- value: string -->
  <fax_url>https://192.168.2.1/ffws/v1/ofax/00000FD1</fax_url>

  <!-- Current state of this fax entry -->
  <!-- Can be one of: -->
  <!--   preprocessing-->
  <!--   approval_pending -->
  <!--   pending -->
  <!--   sending -->
  <!--   sent -->
  <!--   aborted -->
  <!--   failed -->
  <!--   dead -->
  <!-- value: string -->
  <state>sent</state>

  <!-- Human readable string describing the current status -->
  <!-- value: string -->
  <schedule_message>Successfully sent fax</schedule_message>

  <!-- Human readable time representing the time -->
  <!-- in the FaxFinders time zone, when the fax -->
  <!-- was created. -->
  <!-- This value will be approximately the time when -->
  <!-- the fax was scheduled. -->
  <!-- value: string -->
  <created>2008-08-01 08:43:29</created>

  <!-- A contextual field which varies based on the -->
  <!-- state. -->
  <!-- When the fax is pending this field represents -->
  <!-- the time when FaxFinder will try to send it. -->
  <!-- When the fax is sending this field represents -->
  <!-- the time when FaxFinder actually started sending it. -->
  <!-- In any other case it is the time of completion. -->
  <!-- value: string -->
  <stime>2008-08-01 08:52:29</stime>

  <!-- The number of unsuccessful tries that have already occurred -->
  <!-- value: string -->
  <try_number>1</try_number>

  <!-- Sending Agent -->
  <!-- value: string -->
  <agent>FFWS</agent>
  <!-- Fax Preview URL -->
  <!-- value: string -->
<preview>https://192.168.2.1/ffws/v1/data/preview/00000FD1-0000.pdf</preview>
```

```
  <cover_page>
    <enabled>false</enabled>
    <url></url>
    <subject></subject>
    <comments></comments>
  </cover_page>

  <sender>
    <username>admin</username>
    <name></name>
    <organization></organization>
    <phone_number></phone_number>
    <fax_number></fax_number>
    <email_address></email_address>
  </sender>

  <recipient>
    <name>test recipient</name>
    <organization>test org</organization>
    <fax_number>5816</fax_number>
    <phone_number></phone_number>
  </recipient>

  <max_tries>3</max_tries>
  <priority>3</priority>
  <try_interval>300</try_interval>
  <receipt>failure</receipt>
  <receipt_attachment>failure</receipt_attachment>
  <pages>6</pages>
  <approver>_SYSTEM_</approver>
  <approval_time>2009-01-30T04:43:28</approval_time>
  <!-- Modem level information included when include_modem_info=true. -->
  <!-- A modem entry is added for each attempt and is only available -->
  <!-- after one full attempt has completed. -->
  <modem_entry>
    <modem_number>1</modem_number>
    <status>pass</status>
    <remote_id>POTS modem 1</remote_id>
    <size>403498</size>
    <pages>6</pages>
    <resolution>Fine</resolution>
    <baud_rate>33600</baud_rate>
    <width>1728</width>
    <height>Variable</height>
    <data_compression>mh</data_compression>
    <error_correction>on</error_correction>
    <init_time>2009-01-30T05:00:09</init_time>
    <off_hook_time>2009-01-30T05:00:18</off_hook_time>
    <connect_time>2009-01-30T05:00:51</connect_time>
    <elapsed_time>172</elapsed_time>
    <scan_line_time>0</scan_line_time>
  </modem_entry>
</fax_entry>
```

User Element

This element represents a user registered on the FaxFinder.

```
<!-- Describes a User -->
<user>

  <!-- Url of this user -->
  <!-- value: string -->
  <user_url>https://192.168.2.1/ffws/v1/users/admin</user_url>

  <!-- Full name of user -->
  <!-- required: yes -->
  <!-- value: string -->
  <name>Administrator</name>

  <!-- Username -->
  <!-- Must be a unique -->
  <!-- Must contain only characters [A-Za-z0-9_] -->
  <!-- required: yes -->
  <!-- value: string -->
  <username>admin</username>

  <!-- Email address of user -->
  <!-- Must be a valid email address -->
  <!-- required: no -->
  <!-- default: "" -->
  <!-- value: string -->
  <email_address>admin@example.com</email_address>

  <!-- Phone number of user -->
  <!-- required: no -->
  <!-- default: "" -->
  <!-- value: string -->
  <phone_number>111-222-3333</phone_number>

  <!-- Fax number of user -->
  <!-- required: no -->
  <!-- default: "" -->
  <!-- value: string -->
  <fax_number>111-222-3334</fax_number>

  <!-- Organization of user -->
  <!-- required: no -->
  <!-- default: "" -->
  <!-- value: string -->
  <organization>Example Org</organization>
</user>
```

Contact Element

This element represents a user contact.

```
<!-- Describes a Contact -->
<contact>
  <!-- URL of this contact -->
  <!-- value: string -->
  <contact_url>https://192.168.2.1/ffws/v1/contacts/admin/1</contact_url>

  <!-- Contact Name -->
  <!-- required: yes -->
  <!-- value: string -->
  <name>contact name</name>

  <!-- Contact Fax number -->
  <!-- required: yes -->
  <!-- value: string -->
  <fax_number>111-222-4444</fax_number>
  <!-- Contact Phone Number -->
  <!-- required: no -->
  <!-- default: "" -->
  <!-- value: string -->
  <phone_number>218-555-3336</phone_number>
  <!-- Contact Organization -->
  <!-- required: no -->
  <!-- default: "" -->
  <!-- value: string -->
  <organization>Contacts Org</organization>
</contact>
```

T.37 Advanced Usage

Introduction

For individual faxes, you can use the commands below to override settings entered in the administrator or user web interface. Many options for the use of email to fax (T.37) follow the Request For Comment (RFC) standards provided by the IETF. We will briefly describe some of these options, but in-depth descriptions are available at the IETF website (www.ietf.org) where you will need to search for the relevant RFC number to see the explanations.

Using T.37 for the sending of faxes involves entering one or more options in a specific format (*option=value*) with multiple options divided by a forward slash (**/**). All *options* must be entered exactly as shown or else they will not trigger the event, whereas the value statements are replaced by specific values allowed by the command. The easiest way to understand this is to present a list of the options and give an example of how it would be used below it. Capitalized OPTIONS must be entered as shown; italicized *values* will be replaced by characters and/or numbers specific to the fax you are sending.

Options

FAX=*number*
[Required, all other settings are optional]
Where "number" is the fax number to dial.
Example: `FAX=555-1234@example.test`

COVER-PAGE-ENABLED=*true|false*
Example: `FAX=5551234/COVER-PAGE-ENABLED=false@example.test`

COVER-PAGE-NAME=*name*
Where "name" is the filename of the cover page on the FaxFinder.
Example: `FAX=5551234/COVER-PAGE-NAME=mts_template2.pdf@example.test`

ATTN=*name*
Where "name" is the name of the recipient the fax is being sent to and will be filled in on the cover page.
Example: `FAX=5551234/ATTN=John Smith/COVER-PAGE-ENABLED=true@example.test`

ORG=*name*
"name" is the name of Organization the fax is being sent to and will be filled in on the cover page.
Example: `FAX=5551234/ORG=Multitech Systems@example.test`

INLINE-COMMENTS=*true|false*
Inline comments specifies whether the message body is treated as cover page comments or not. By default, the first inline text body part will be used as the cover page comments. This can be changed by setting /INLINE-COMMENTS=false.
Example: `FAX=5551234/INLINE-COMMENTS=false@example.test`

FAX-PRIORITY=*0-5*
The fax priority specifies the order of scheduling (0 is highest and 5 is lowest).
Example: `FAX=5551234/FAX-PRIORITY=5@example.test`

RECEIPT=*always|failure|never*

Controls when an email receipt for the fax is sent to the sender. "always" means send an email receipt for successful and failed faxes, "failure" means only send a receipt if the fax failed to send, and "never" means not to send any receipt.
Example: `FAX=5551234/RECEIPT=failure@example.test`

RECEIPT-ATTACHMENT=*pdf|tiff|none*

Determines the format and whether or not to include a copy of the sent fax with any email receipts sent to the sender. A value of "pdf" will attach the sent fax in PDF format to any email receipts, "tiff" will attach the sent fax in TIFF format, and "none" will disable attaching the sent fax entirely.

Example: `RECEIPT-ATTACHMENT=pdf`

Multiple Options Example

Below is an example of the format you would use when stringing together multiple variants for the fax to be sent. As mentioned, using these commands will override the settings set by the administrator of the FaxFinder on the T.37 configuration page.

Parameters:

Send a fax to the phone number 111-555-1234 with a cover page noting the recipient as “John Smith” at the company “Multitech”.

String of T.37 options:

```
FAX=111-555-1234/COVER-PAGE-ENABLED=true/ATTN=John Smith/ORG=Multitech@example.test
```

Relaying

If you want to send through an MTA such as *mail.multitech.com* then *mail.multitech.com* would need to be configured to forward mail to the FaxFinder for some domain that the FaxFinder will accept mail for.

For most mail servers, if the domain of the email can be successfully resolved, the mail server will forward mail to that destination without any extra configuration.

Appendix C – Creating Cover Pages

Cover pages for the FaxFinder x30 family of products are PDF forms. The FaxFinder will fill out the form fields that it knows about, with information specific to the fax, and insert the PDF as the first page of the fax. In order to do this, the field names in the form must match exactly with the field names that FaxFinder will try to fill in. FaxFinder x30 models only know how to fill in text fields and ignores most formatting. For best results make your form as simple as possible. You will probably have to send a couple of test faxes to get the formatting the way you want. Check out the examples which are pre-installed on the FaxFinder for a starting point.

Tips:

- Make sure your text fields are large enough to fit the information that you wish to be displayed. If the text doesn't fit in the field it will be truncated.
- Choose a standard font of reasonable size.

Some of the Software Known to Work

Scribus version 1.3.3.8 or greater
OpenOffice

Adobe Acrobat Pro

- See Adobe's documentation

Text Field Names and Descriptions

Below are the names recognized by the FaxFinder x30 family of products. Please ensure that your document matches the titles exactly. The format below is *Exact Name* (Description) – please do not include any of the description in the field name.

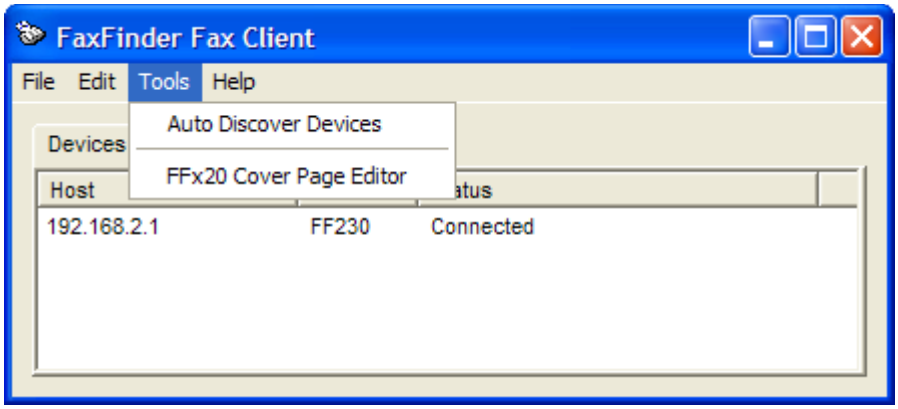
- *date* (Date and time now)
- *rcpt_name* (Name of recipient)
- *rcpt_fax* (Fax number of recipient)
- *rcpt_phone* (Phone number of recipient)
- *rcpt_org* (Organization of recipient)
- *sender_name* (Sender name)
- *sender_org* (Organization of sender)
- *sender_fax* (Fax number of sender)
- *sender_phone* (Phone number of sender)
- *sender_email* (Email address of sender)
- *pages* (Number of pages without cover page)
- *pages_with_cover* (Number of pages with cover page)
- *pages_without_cover* (Number of pages without cover page)
- *subject* (Subject of fax)
- *comments* (Extra comments)
- *optout_fax* (Opt-out notice fax number)
- *optout_phone* (Opt-out notice phone number)
- *optout_costfree* (Opt-out notice email or toll free number or Website)

Using the Legacy (*x*20 Series Only) Cover Page Generator

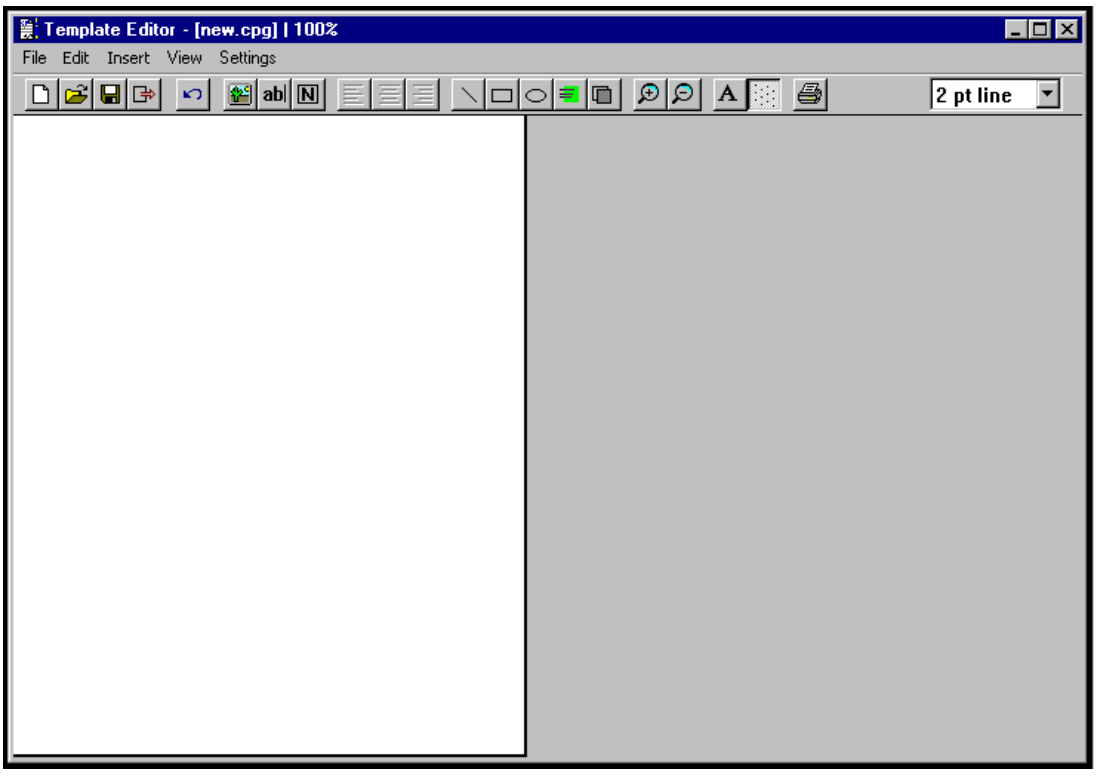
The Multi-Tech Cover Page Generator program was developed in conjunction with the FaxFinder x20 family of products. It is described here for those who are using FaxFinder x20 units. The FaxFinder x30 models use the PDF format for cover pages so the *.cpg* files created by this software are not compatible. The Cover Page software allows you either to produce custom cover pages or to use existing style templates for your **FaxFinder x20 models only**. In this section, we will describe both processes, making a new template and customizing an existing stock cover page style template.

Creating New Cover Page Templates (FFx20)

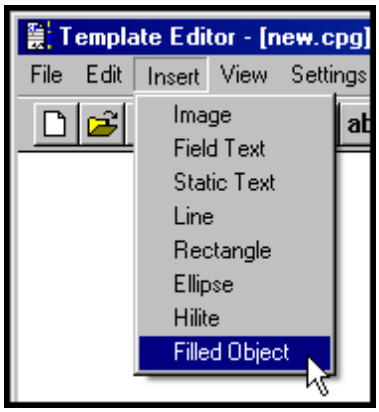
1. Open the Cover Page Generator program. Go to **Start | Programs | FaxFinder Client Software | Cover Page Generator**. You can also open the Cover Page Generator program from the FaxFinder Fax Client Software program by opening the **Tools** menu and selecting "FFx20 Cover Page Editor."



2. The main **Template Editor** screen will appear. Open it to full-screen size.



3. Several types of objects can be added to a cover page file. These are listed in the **Insert** dropdown menu.



The commands to create these objects can be invoked either here or from buttons on the toolbar. We will invoke various commands from these toolbar buttons throughout this procedure.

4. Decide on the categories for which you want automated fields on the fax cover page. Generally speaking, you will want to include information about the Sender and the Recipient. For each type of information, you will want a label in "Static Text" and an "Edit Box" ("Field Text") into which the automated information will go. Information about the sender will be automatically transferred from the FaxFinder Client Software Options screen onto the cover page; information about the recipient will come to the cover page from the FaxFinder Address Book's Contact screen or from the FaxFinder Send Fax screen (if the Add Recipient button is used to specify the fax recipient); and occasional information will come from the FaxFinder Send Fax screen (for the subject of fax and the comment) and from the client PC (for the date of the fax).

   To insert an automated field, you must double-click on the "Edit Box" button and then drag open a box at the desired place on the screen. Typically, one would place the label of the category using the Static Text icon first and then locate the Edit Box beside it. (The "Edit Box" button invokes the same function as the "Field Text" command in the **Insert** menu.)

Static Text Icon	Edit Box or Field Text Icon

The FaxFinder supports the automated field types listed in the table below.

Object Type in Template Editor	Source of Info Placed in Field	Description
User Name	FF Client **Add Device Address** screen	User Name within FaxFinder system
From Name	FF Client **Options** screen	Sender's Name
From Company Name	FF Client **Options** screen	Sender's Company Name
From Phone	FF Client **Options** screen	Sender's Voice Phone Number
From Fax Number	FF Client **Options** screen	Sender's Fax Number
Destination Name	FF Client **Contact** screen or **Send Fax** screen	Recipient's Name
Destination Company Name	FF Client **Contact** screen	Recipient's Company (Organization) Name
Destination Phone Number	FF Client **Contact** screen	Recipient's Voice Phone Number
Destination Fax Number	FF Client **Contact** screen or **Send Fax** screen	Recipient's Fax Number
Date	client's PC	Date of Fax Transmission
Subject	FF Client **Send Fax** screen	Subject of Fax Message
Comment	FF Client **Send Fax** screen	Comment about Fax Message
Title	*not used*	*not used*
Department	*not used*	*not used*
Address 1	FF Client **Contact** screen	Recipient's Street Address
Address 2	*not used*	*not used*
City	FF Client **Contact** screen	Recipient's City
State	FF Client **Contact** screen	Recipient's State/Province/County, etc.
ZIP Code	FF Client **Contact** screen	Recipient's ZIP code or postal code

5. Select the "Static Text" cursor and drag to open the desired field. To have freedom to move the cursor in a continuous fashion leave the Grid button , in the unselected position (its darker shade represents its unselected state). You can also turn the Grid on and off in the **Settings** pull-down menu.

6. Enter the field label in the Static Text box. Be sure to allow enough room for the size of font you have chosen. If the box is too small for the font size, the text will be cut off.

   To select font, the font style, and font size, use the cursor.

   You can also access font settings from the **Settings** dropdown menu.

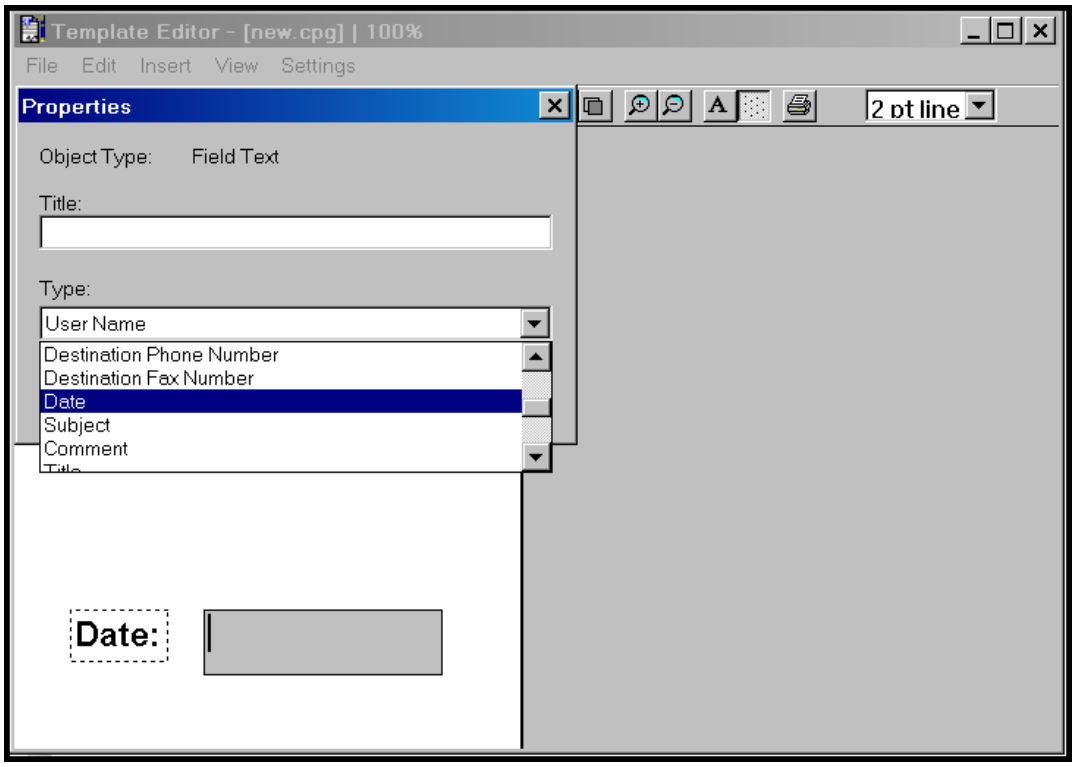
   To align the text to the left edge, right edge, or center of the box, use the cursor.
   For example, you might create a static text item of the word "Date." To move the box, click on it and move it when the 4-direction cursor appears. To expand or contract the box, click on it and drag an edge or a handle until the desired size/shape is achieved.

7. Select the "Edit Box" (or "Field Text") cursor and drag to open the desired field.

   Double-click on the box you have opened. The **Properties** screen will appear. Scroll down the list and highlight the field type (listed in the "Type" drop-down list) that you want on the cover page. There is no need to use the "Title" field. Click **OK**.

   You will not type anything in the Edit Box that appears on the screen. However, be sure to make the Edit Box large enough for the font size you have chosen. If the box is too small for the font size, the text will be cut off.

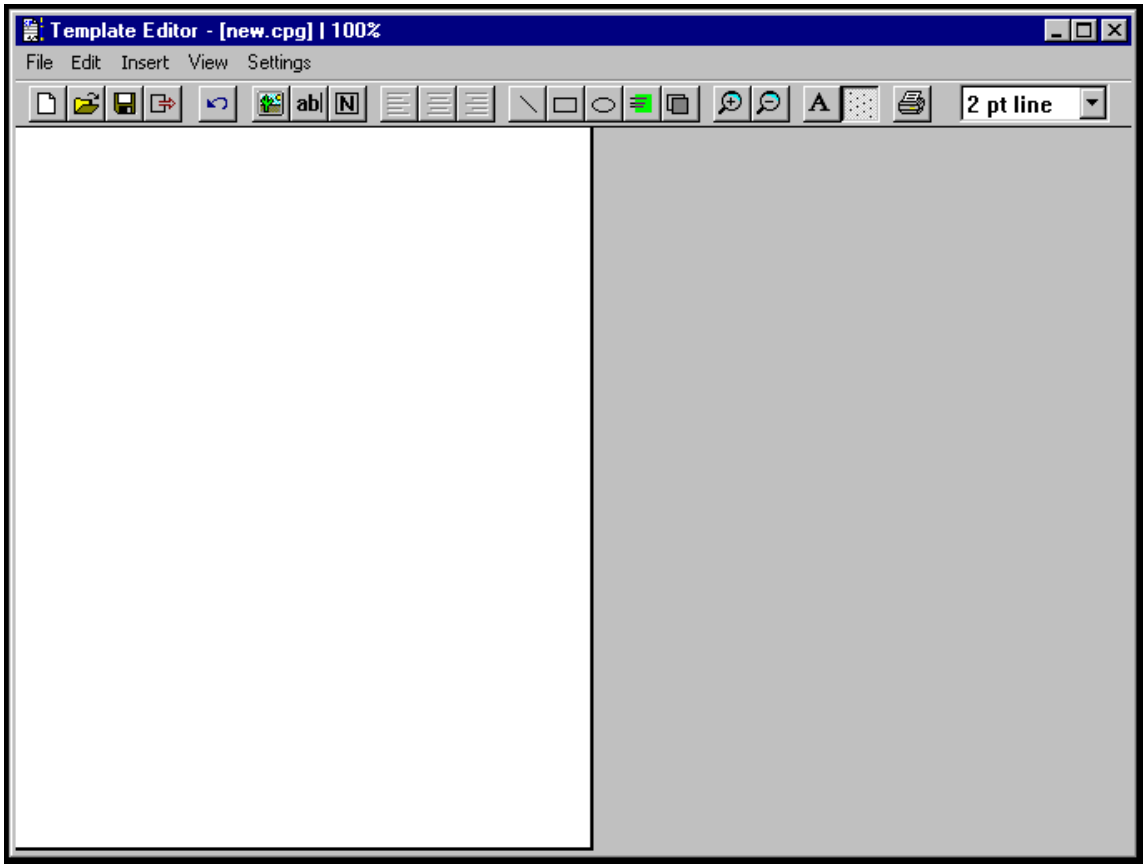
   To follow our example, you would select "Date" to insert a date field next to the "Date" label you have previously placed on the page.



You might want the automated field value to be placed on a line or in a rectangle. If so, you could use the line cursor to put a line beneath the edit box or use the rectangle cursor to place a rectangle around the edit box. You can place lines, rectangles, and ellipses on the page for any purpose. Rectangles and ellipses can have a solid fill or a shading (called "hilight"). These graphic functions are described in the table below.

Shape Cursors:				
A. Line	B. Rectangle	C. Ellipse	D. Hilight shape	E. Fill shape
Use to draw	Use to draw rectangles.	Use to draw ellipses.	*Not supported.*	When selected, any rectangle or ellipse made will have a black fill.

To set the line width for lines, rectangles, and ellipses, use the drop-down box at the far-right of the **Template Editor**'s tool bar. (You need to have the screen open widely enough to see its entirety.)



8. To add a graphic file to the cover page template, click on the Image icon.

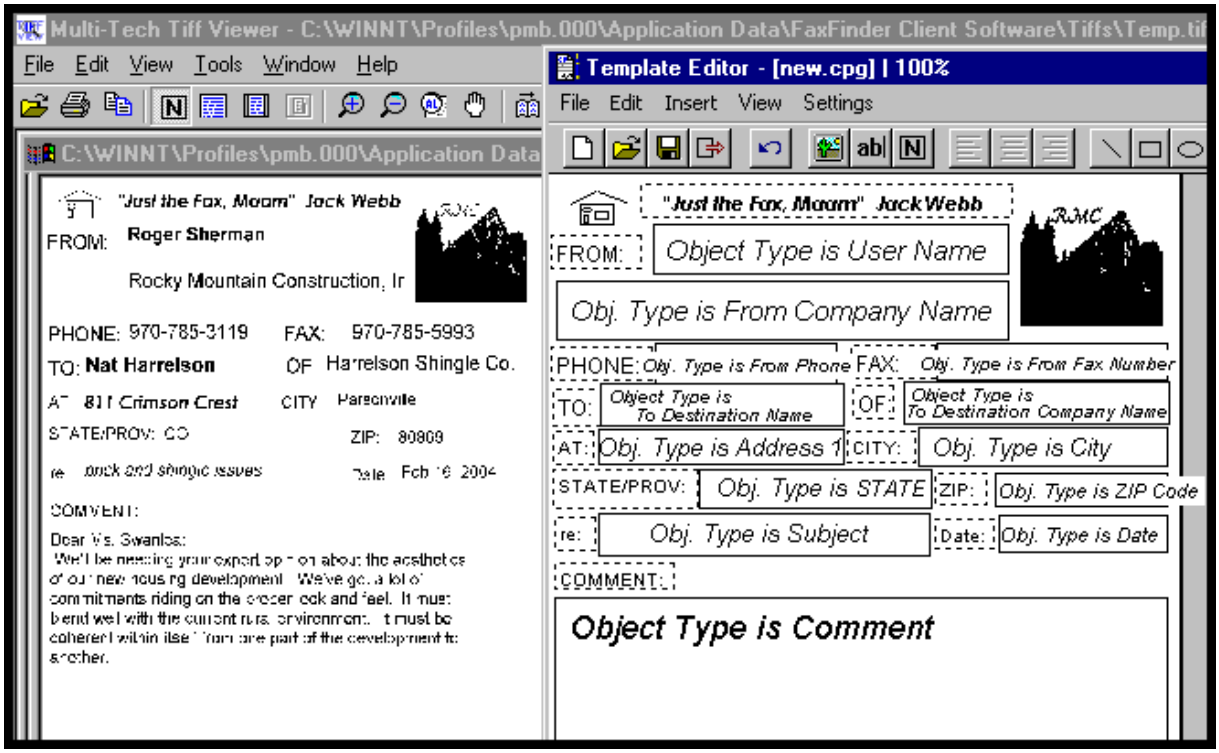
   Then browse to the directory that contains the desired graphic file. Files of type **bmp** and **tif** can be inserted into cover pages.

   Insert graphics files into your cover page template as needed.

9. Save the file to the **Cover Pages** directory in your operating system. The .cpg file must be saved in this location in order for it to be accessible to the FaxFinder client software. When saved to this location, the file name of the customized cover page template you have created will appear in the "Cover Page Style" drop-down list on the **FaxFinder Send Fax** screen.

10. We advise previewing and printing your custom cover page template using the Multi-Tech Tiff Viewer program rather than the Template Editor program.

    The illustration below shows how the fields specified in the Template Editor program will be filled out when the template is used at the FaxFinder Client **Send Fax** screen. The Object Types (from the Properties screen that appears when you double-click on an Edit Box) for common field types are specified.


Multi-Tech Tiff Viewer - C:\WINNT\Profiles\pmb.000\Application Data\FaxFinder Client Software\Tiffs\Temp.tif
File Edit View Tools Window Help
C:\WINNT\Profiles\pmb.000\Application Data
"Just the Fax, Maam" Jack Webb
FROM: Roger Sherman
Rocky Mountain Construction, Ir
PHONE: 970-785-3119 FAX: 970-785-5993
TO: Nat Harrelson OF Harrelson Shingle Co.
AT 811 Crimson Crest CITY Parsonville
STATE/PROV: CO ZIP: 80809
re brick and shingle issues Date Feb 16 2004
COMMENT:
Dear Ms. Swanlos:
We'll be needing your expert opinion about the aesthetics of our new housing development. We've got a lot of commitments riding on the proper look and feel. It must blend well with the current rural environment. It must be coherent within itself. You are part of the development team, after all.
Template Editor - [new.cpg] | 100%
File Edit Insert View Settings
"Just the Fax, Maam" Jack Webb
FROM: Object Type is User Name
Obj. Type is From Company Name
PHONE: Obj. Type is From Phone FAX: Obj. Type is From Fax Number
TO: Object Type is To Destination Name
OF: Object Type is To Destination Company Name
AT: Obj. Type is Address 1
CITY: Obj. Type is City
STATE/PROV: Obj. Type is STATE
ZIP: Obj. Type is ZIP Code
re: Obj. Type is Subject
Date: Obj. Type is Date
COMMENT:
Object Type is Comment

Editing an Existing Cover Page (FFx20)

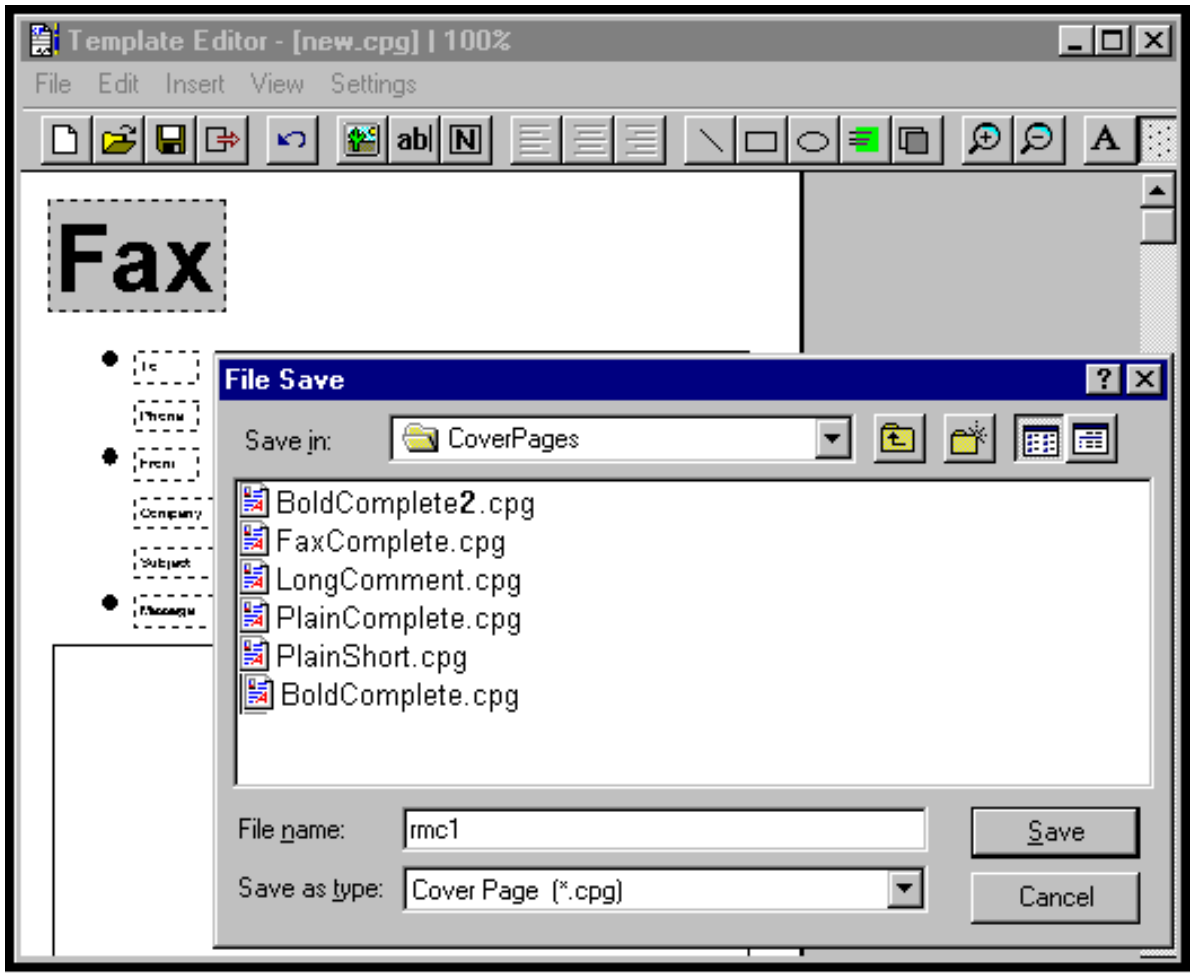
1. Open the Cover Page Generator program. Go to **Start | Programs | FaxFinder Client Software | Cover Page Generator**. You can also open the Cover Page Generator program from the FaxFinder Fax Client Software program

2. In the **File** menu, select "Open." Browse to the directory into which the FaxFinder client software has been installed. Typically, this will be C:\Program Files \ Multi-Tech Systems \ FaxFinder Client Software \ Cover Pages. Select a cover page template from the list.

   For our example, we will use the cover page template file FaxComplete.cpg.

3. In the **File** menu, select "Save As" and rename the file, saving it in the 'Application Data' directory for the FaxFinder client software (this is a default directory). The default directory will vary for different Windows operating systems. (For Windows 2000, this will be C:\Winnt \ Profiles \ <*username*> \ Application Data\ FaxFinder Client Software \ Cover Pages. For Windows XP, this will be C:\Documents and Settings\<*username*>\Application Data\Fax Finder Client\Cover Pages.)
   In all cases, however, the new cover page template must be saved in the default location in order for the **FaxFinder Send Fax** screen to detect it and make it available for use.

   For our example, we will rename the file rmc1.cpg, for the purposes of our fictitious company, Rocky Mountain Construction, Inc.

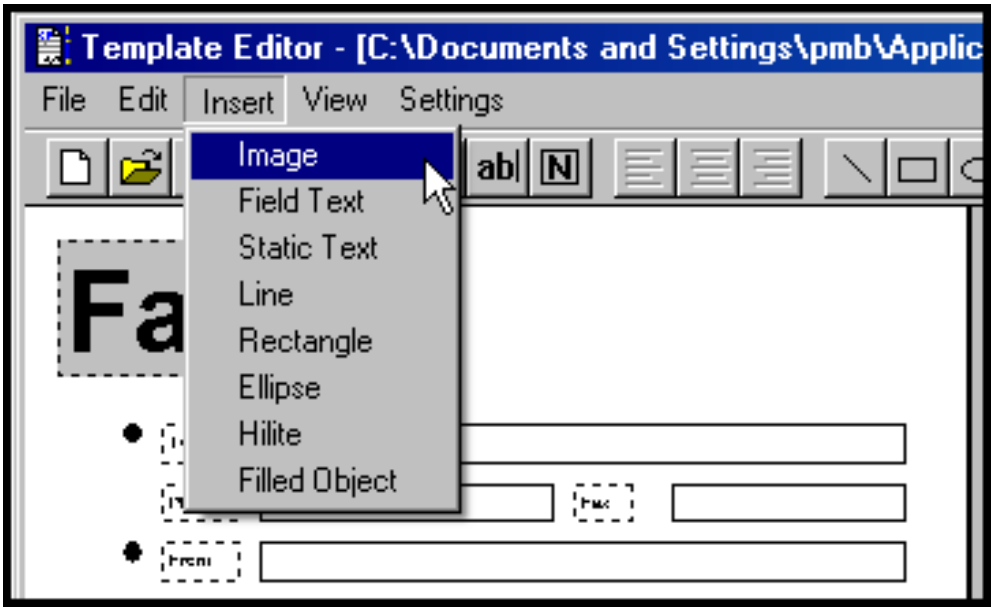


4. You can use the **Tab** key to skip from field to field in the template. Note, however, that any values added to template fields will be overwritten by values specified in the Contact list.

5. Add company logo at top of cover page.

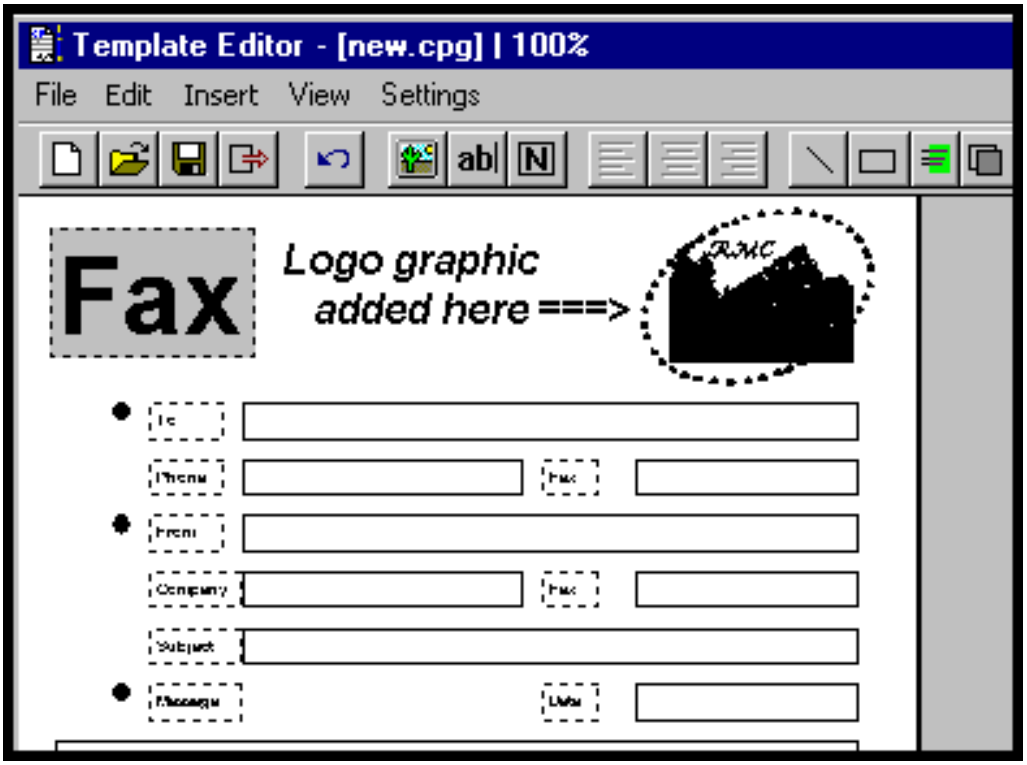
   For our example, we will add the graphic file “ff-rocky-mtn-logo1.bmp” to the cover page.

   In the **Insert** menu of the Template Editor, select “Image.”



   Browse to the location of the graphics file to be used. Click **Open**.

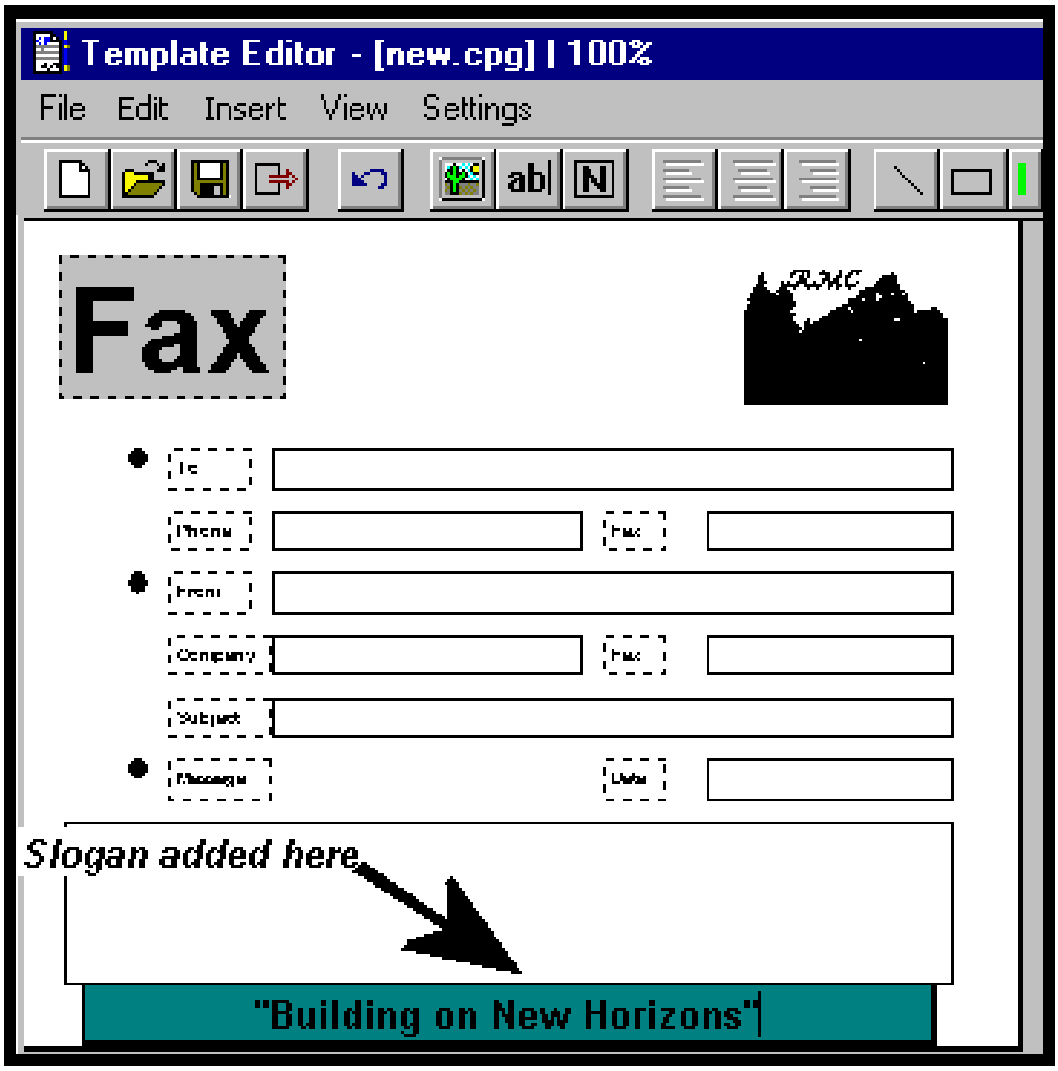
   Move the **+** cursor to the desired location of the graphic. Then click and drag to size the graphic. Click and drag on the cursor dots on the periphery of the image to resize it and set its vertical/horizontal aspect ratio.



6. Add company slogan to bottom of template.

For the purposes of our fictitious company, Rocky Mountain Construction, Inc., we will use the slogan "Building on New Horizons."

Select the "Static Text" cursor labeled and drag to open a text box at the bottom of the template page. Enter the slogan.

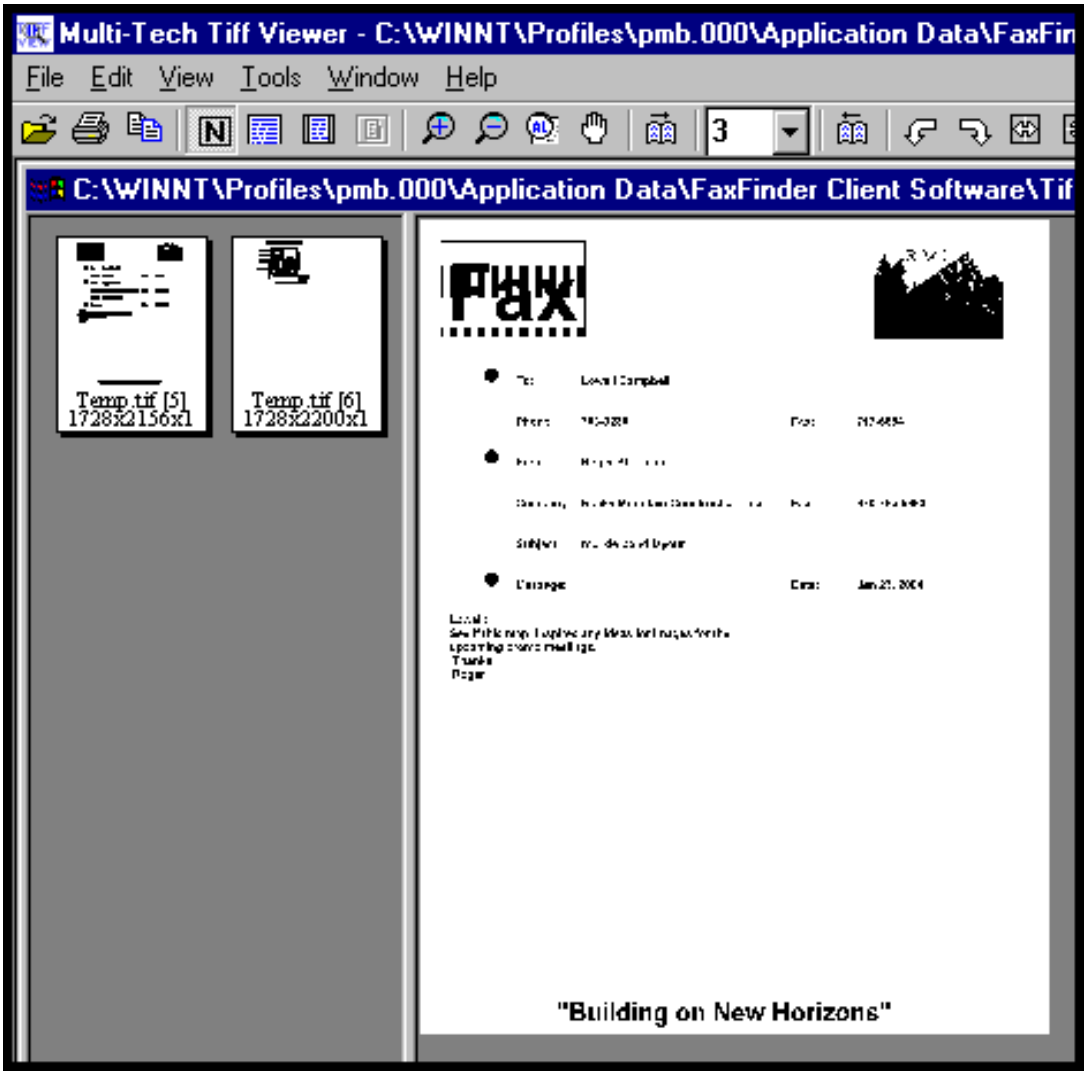


7. In the **File** menu, select “Save As” and overwrite the file using the same filename used in step 3, saving it in the ‘Application Data’ directory for the FaxFinder client software. (For Windows 2000, this will be C:\Winnt \ Profiles \ <*username*> \ Application Data\ FaxFinder Client Software \ Cover Pages. For Windows XP, this will be C:\Documents and Settings\<*username*>\Application Data\Fax Finder Client\Cover Pages.)

   For our example, we will overwrite the file using the file name **rmc1.cpg**, which befits the purposes of our fictitious company, Rocky Mountain Construction, Inc.

8. To use your customized template when sending a fax, you must click “Use Cover Page” in the **FaxFinder Schedule Fax** screen. Then scroll through the “Cover Page Style” list to find the file name of the custom template you have created.

9. When the fax is sent, the ‘automated’ fields on the cover page template will be filled in with information from the Contact list (if the recipient is listed there). Click on “View” in the **FaxFinder Schedule Fax** screen to examine the cover page.



FFx20 Cover Page Generator Menu & Icon Descriptions

File Menu

FaxFinder Cover Page Generator Software Menu Command Definitions (cont'd)			
Command Name	**Icon**	**Shortcut**	**Description**
New		**Ctrl + N**	Creates new cover page template file.
Open		**Ctrl + O**	Opens an existing cover page template file for viewing or editing.
Save		**Ctrl + S**	Saves cover page cpg file at current path.
Save As	--	--	Saves cover page cpg file at new path that user specifies.
Print		**Ctrl + P**	Prints the current cover page template.
Exit		--	Closes current cover page template file and closes program. User is prompted to save.

Edit Menu

Undo: Undo (keyboard shortcut **Ctrl-Z**) reverses the effect of the last command.

Insert Menu

FaxFinder Cover Page Generator Software Menu Command Definitions (cont'd)		
Command Name	**Icon**	**Description**
Image		Use to insert a bmp or tif image into the cover page template.
Field Text or Edit Box		Use to insert an automated field into the cover page template. The values inserted into automated fields come from FaxFinder Address Book, FaxFinder Send Fax screen, from client user's PC, and from the remote fax sender. When you create a new Edit Box, you must select it and double-click it to make the Item ID screen appear. It is in the Item ID screen that you specify which type of information will be placed in this position on the fax cover page. Use "Font" icon or command in **Settings** menu to alter font.
Static Text		Use to insert text objects needed in the cover page template. These uses include labels for automated fields (TO, FROM, DATE, etc.) and plain text like a company name or slogan. Use icons to align text to left, center, or right. Use "Font" icon or command in **Settings** menu to alter font.
Line		Use to insert line objects into the cover page template. Use Line Size drop-down menu at far right of screen to select width of lines.
Rectangle		Use to insert box objects into the cover page template. Use Line Size drop-down menu at far right of screen to select width of lines.
Ellipse		Use to insert circles or elliptical objects into the cover page template. Use Line Size drop-down menu at far right of screen to select width of lines.
Hilite		*Not supported.*
Filled Object		When selected, rectangles and ellipses created will have black fill.
deleting objects	--	Use the keyboard **Delete** key to delete a selected object.
Line Size dropdown menu		Use to select line widths for line objects, rectangle objects, and ellipse objects.

View Menu

FaxFinder Cover Page Generator Software Menu Command Definitions		
Command Name	**Icon**	**Description**
Zoom In		Use to view a smaller area of the cover page template file in greater magnification.
Zoom Out		Use to view a larger area of the cover page template file in a lesser magnification.
Fit to Width	--	Use to get magnification of file such that its horizontal dimension fits proportionally into the window.
Fit in Window	--	Use to get magnification of file such that the entire cover page template fits proportionally into the window.
Toolbar	--	Use to show or hide toolbar of command icons.

Settings Menu

FaxFinder Cover Page Generator Software Menu Command Definitions		
Command Name	**Icon**	**Description**
Font		Brings up Font dialog box in which font, font size, and font style can be set.
Grid		Use to turn grid on and off. If grid is off, objects can be positioned in cover page in a continuous fashion. If grid is on, objects can only be positioned at discrete grid coordinates.

Appendix D – Migrating FaxFinder *x*20 Models to *x*30 Models

Before showing specifics on migrating from the FFx20 (FF120, FF220, FF420 & FF820) model FaxFinders to the new FFx30 (FF130, FF230, FF430 & FF830) models, some basic information is needed. With the FFx30 models we introduced the concept of Inbound and Outbound Routing. Inbound Routing is the many ways an incoming fax can be directed to a destination. Outbound routing is the many ways a fax can be sent using the FaxFinder. Below we will compare the available Inbound and Outbound Routing options on the FFx20 family to those available on the new FFx30 family of FaxFinders.

FFx20 Inbound Routing

- Sent to an email address
- Copied to a network share

FFx30 Inbound Routing

- Sent to an email address
- Copied to a network share
- Sent to a printer
- Deleted (sent to the trash)
- Sent to a User (via an email address)

FFx20 Outbound Routing

- Send faxes using the FaxFinder Windows Client (the Client needs to remain active until the fax is sent)

FFx30 Outbound Routing

- Send faxes using the FaxFinder Windows Client
  - Since the fax is queued to the FFx30 Server, there is no need for the Client application to remain open after the fax has been queued
- Send Faxes using the FaxFinder Web Interface
- Send Faxes using an Email Server to send Email to the FaxFinder Server (T.37)
- Email a fax to send directly to the FaxFinder Server
- Sending Faxes using the Platform Independent Web API

FFx20 Phone Book

The Phone Book contains the Extension number for receiving faxes delivered to a Users email address, as well as the login information for logging in and sending faxes using the FaxFinder Server. When the FFx20 Phone Book is looked at in terms of the FFx30, it contains user records with one-to-one mapping to an Inbound Route containing the extension number and email address.

FFx30 Users (Phone Book)

The concept of fax delivery is now part of Inbound Routing. A user can receive faxes without needing access to the FaxFinder Server when the administrator sets up an Inbound Route for the individual using the fax extension and email address. User records are entered for individuals that wish to use the FaxFinder for Outbound Routing using the Send Fax Web Interface; FaxFinder Windows Client, etc.

Migrating an FFx20 Phone Book to an FFx30

The Name, UserID, and Password are only necessary if a user is going to use the FaxFinder for Outbound Routing. The Extension and Email Address are used for Inbound Routing of received faxes.

1) Convert the FFx20 phone book entries to FFx30 Users
   a) Save the phone book and passwords from the FFx20 server:
      i) You need the Multi-Tech Device Manager for this. It can be found on the Multi-Tech web site at: http://www.multitech.com/SUPPORT/Families/FaxFinder/software.asp
      ii) Install the Device Manager and run it.
      iii) Perform one of the following steps to add your FFx20 to the Multi-Tech Device Manager device list.
         (1) If you know the IP address of the FFx20 server, you can select Edit > Add Device and enter the IP address of the FFx20 along with a valid username and password. The device manager will immediately attempt to establish contact with the FFx20.
         (2) If you don't know the IP address of your FFx20, you can select Edit > Auto-Discover Devices. The Auto Discovery Monitor should find all your FFx20 FaxFinders on the attached network. Once the desired FFx20 is found follow step 'a' above.
      iv) Assuming contact is established with one or more FFx20s, right click the desired FFx20 device listed in the window and click 'export csv phone book'.
      v) Select the Delimiter as 'comma' and click Export.
      vi) Save the *.csv file where you can later retrieve it. Note: A csv file is a file with comma separated values.
      vii) Manually convert the output to match the FFx30 User import format.
         (1) FFx20 phone book export format.

Name	phonenumber	Emailaddress	Userid	Password	phoneextension
Steve Wilson	4956	Steve@auto.com	Steve00	AutoParts	

         (2) FFx30 user import format.
         Note: It is recommended that you export an FFx30 User and edit that file.

Type	Username	Password	Full Name	Email	Phone	Fax	Organization
User	Steve00	AutoParts	Steve Wilson	sw@auto.com			

      viii) On the FFx30, under Users, select Import, select the modified file, select merge or replace and click Import.

2) Convert the FFx20 phone book entries to FFx30 Recipients. This can be done two different ways.
   a) Manually enter the FFx20 phone number in the FFx30 under Fax Configuration > Inbound Routing > Recipients. Be sure to set Fax Configuration > Modem > Routing to an appropriate routing method so the extension is received and faxes are routed properly.
   b) Convert the FFx20 phone book export format to the FFx30 recipient import format.
      i) FFx20 phone book export format.

Name	phonenumber	Emailaddress	Userid	Password	Phoneextension
Steve Wilson	4956	Steve@auto.com	Steve00	AutoParts	

      (1) FFx30 recipient import format.
      Note: It is recommended that you export an FFx30 Recipient and edit that file.

Extension	Name	Destination type	Destination value
4956	Steve Wilson	User	Steve00

   c) On the FFx30, under Fax Configuration > Inbound Routing, select Import for Recipients and select the modified file, select merge or replace and click import.
3) Convert FFx20 FaxFinder Client version 1.9.2 or earlier address book entries to FFx30 User Contacts.
   a) Install version 2.0 FaxFinder Client on any user's machine that is using FaxFinder Client version 1.9.2 or earlier.
   b) Perform one of the following steps to add your FFx30 to the FaxFinder Fax Client device list.
      i) If you know the IP address of the FFx30 server, you can select Edit > Add FaxFinder and enter the IP address of the FFx30 along with a valid username and password. The FaxFinder Client software will immediately attempt to establish contact with the FFx30.
      ii) If you don't know the IP address of your FFx30, you can select Tools > Auto-Discover Devices. Click 'Search' and auto discovery should find all your FFx30 FaxFinders on the attached network. Once the desired FFx30 is found double click it and enter the username and password for this user.
      iii) In the Tools tab, select Import v1.x Address Book. This will add the 1.9.2 or earlier address book contacts to the FFx30 user contact list.

Note 1: FaxFinder Client version 1.9.2 or earlier does not work with the FFx30 FaxFinders.
Note 2: FaxFinder Client version 2.0 or later can work with both FFx20 and FFx30 FaxFinders
Note 3: Users who have no need to use an added FFx30 can continue to use the 1.9.2 or earlier FaxFinder Client with the previously installed FFx20 FaxFinders.

Menus: *x*20 mapped to the *x*30

The table below represents a menu option from the FFx20 family across from its new counterpart (if any) in the FFx30 model line. FFx30 items in parenthesis are sub-menus available from the main link.

FFx20	FFx30
Home	Home
Login	-
Fax Log	Status & Logs (Inbound Fax Log, Outbound Fax Log, and Modem Log)
Logout	Logout
Current Status	Status & Logs (System Status and Fax Status)
Administration	System Configuration (Network, SMTP, Time)
Phone Book	[*for Outbound Routing*] Users | Edit User Contacts and [*for Inbound Routing*] Users *-or-* Fax Configuration | Inbound Routing Recipients
Modem Config	Fax Configuration(Modem)
Passwords	Users
Shared Resources	System Configuration (Shares)

Menus: x30 mapped to the x20

This table is the reverse of the one above, with the menu options of the FFx30 models shown across from their counterpart (if any) in the FFx20 family of products. Centered FFx30 items are sub-menus.

FFx30	FFx20
Home	Home
Status & Logs:	
System Status	Current Status: System
Fax Status	Current Status: Modems
Mail Queue	Current Status: System
Inbound Fax Log	Fax Log
Outbound Fax Log	Fax Log
Modem Log	Fax Log
System Configuration:	
Network	Administration: IP Configuration
SMTP	Administration: SMTP Configuration
Time	Administration: Time Configuration
Printer	-
Shares	Shared Resources
Certificates	-
Save/Restore	-
Firmware	-
Reboot	Administration: Reboot Unit
Fax Configuration:	
Modem	Modem Config
Inbound Routing	Phone Book (Extension, Email Address)
Cover Pages	-
Store & Forward Fax (T.37)	-
Fax Log	Fax Log: Log Parameters
Users	Phone Book (fields: Username, User ID, Email Address, Password)
Send Fax	new menu used to send a fax via the Web Interface
Logout	Logout

Appendix E – Regulatory Compliance

47 CFR Part 68 Telecom

1. This equipment complies with Part 68 of the 47 CFR rules and the requirements adopted by the ACTA. Located on this equipment is a label that contains, among other information, the registration number and ringer equivalence number (REN) for this equipment or a product identifier in the format:

   For current products is ***US:AAAEQ##Txxxx***.

   For legacy products is ***AU7USA-xxxxx-xx-x***.

   If requested, this number must be provided to the telephone company.

2. A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable 47 CFR Part 68 rules and requirements adopted by the ACTA. It's designed to be connected to a compatible modular jack that is also compliant.

3. The ringer equivalence number (REN) is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##Txxxx. The digits represented by ## are the REN without a decimal point (*e.g.*, 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

4. If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

5. The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

6. If trouble is experienced with this equipment, please contact Multi-Tech Systems, Inc. at the address shown below for details of how to have the repairs made. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

7. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

8. No repairs are to be made by you. Repairs are to be made only by Multi-Tech Systems or its licensees. Unauthorized repairs void registration and warranty.

9. If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment.

   If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

10. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

11. This equipment is hearing aid compatible.

12. Manufacturing Information on telecommunications device (modem) embedded in FF-130/230/430/830 units :

Manufacturer:	Multi-Tech Systems, Inc.
Trade Name:	Socket Modem
Model Number:	MT5634SMI
Registration No:	AU7USA-25814-M5-E
Ringer Equivalence:	0.3B
Modular Jack (USOC):	RJ11C or RJ11W (single line)
Service Center in USA:	Multi-Tech Systems, Inc. 2205 Woodale Drive Mounds View, MN 55112 U.S.A. (763) 785-3500 (763) 785-9874 Fax

47 CFR Part 15 Regulation

This equipment has been tested and found to comply with the limits for a **Class A** digital device, pursuant to 47 CFR Part 15 regulations. The stated limits in this regulation are designed to provide reasonable protection against harmful interference in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Plug the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the CFR 47 rules. Operation of this device is subject to the following conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference that may cause undesired operation.

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Fax Branding Statement

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains the following information:

- Date and time the message is sent
- Identification of the business or other entity, or other individual sending the message
- Telephone number of the sending machine or such business, other entity, or individual

This information is to appear in a margin at the top or bottom of each transmitted page or on the first page of the transmission. (Adding this information in the margin is referred to as *fax branding*).
Any number of fax software packages can be used with this product. Refer to the fax software manual for setup details. Typically, the fax branding information must be entered via the configuration menu of the software.

Canadian Limitations Notice

Notice: The ringer equivalence number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the ringer equivalence numbers of all the devices does not exceed 5.

Notice: The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. The Industry Canada label does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment or equipment malfunctions may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

Industry Canada

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe A respecte toutes les exigences du Reglement Canadien sur le matériel brouilleur.

Appendix F - Environmental Information

WEEE Statement

(Waste Electrical and Electronic Equipment)

July, 2005

The WEEE directive places an obligation on EU-based manufacturers, distributors, retailers and importers to take back electronics products at the end of their useful life. A sister Directive, ROHS (Restriction of Hazardous Substances) complements the WEEE Directive by banning the presence of specific hazardous substances in the products at the design phase. The WEEE Directive covers all Multi-Tech products imported into the EU as of August 13, 2005. EU-based manufacturers, distributors, retailers and importers are obliged to finance the costs of recovery from municipal collection points, reuse, and recycling of specified percentages per the WEEE requirements.

Instructions for Disposal of WEEE by Users in the European Union

The symbol shown below is on the product or on its packaging, which indicates that this product must not be disposed of with other waste. Instead, it is the user's responsibility to dispose of their waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the vendor from whom you purchased the product.

REACH Statement

Registration of Substances:
After careful review of the legislation and specifically the definition of an "article" as defined in EC Regulation 1907/2006, Title II, Chapter 1, Article 7.1(a)(b), it is our current view Multi-Tech Systems, Inc. products would be considered as "articles". In light of the definition in § 7.1(b) which requires registration of an article only if it contains a regulated substance that "is intended to be released under normal or reasonable foreseeable conditions of use," our analysis is that Multi-Tech Systems, Inc. products constitute nonregisterable articles for their intended and anticipated use.
Substances of Very High Concern (SVHC)
Per the candidate list of Substances of Very high Concern (SVHC) published October 28, 2008 we have reviewed these substances and certify the Multi-Tech Systems, Inc. products are compliant per the EU "REACH" requirements of less than 0.1% (w/w) for each substance. If new SVHC candidates are published by the European Chemicals Agency, and relevant substances have been confirmed, that exceeds greater than 0.1% (w/w), Multi-Tech Systems, Inc. will provide updated compliance status. Multi-Tech Systems, Inc. also declares it has been duly diligent in ensuring that the products supplied are compliant through a formalized process which includes collection and validation of materials declarations and selective materials analysis where appropriate. This data is controlled as a part of a formal quality system and will be made available upon request.

Restriction of the Use of Hazardous Substances (RoHS)

RoHS 2002/95/EC COMPLIANT

Multi-Tech Systems, Inc.
Certificate of Compliance
2002/95/EC

Multi-Tech Systems, Inc. confirms that this product now complies with the chemical concentration limitations set forth in the directive **2002/95/EC** of the European Parliament (Restriction Of the use of certain Hazardous Substances in electrical and electronic equipment - **RoHS**)
These Multi-Tech Systems, Inc. products do not contain the following banned chemicals:
Lead, [Pb] < 1000 PPM
Mercury, [Hg] < 1000 PPM
Hexavalent Chromium, [Cr+6] < 1000 PPM
Cadmium, [Cd] < 100 PPM
Polybrominated Biphenyl, [PBB] < 1000 PPM
Polybrominated Diphenyl Ether, [PBDE] < 1000 PPM
Moisture Sensitivity Level (MSL) =1
Maximum Soldering temperature = 260C (wave only)
Notes:

1. Lead usage in some components is exempted by the following RoHS annex; therefore, higher lead concentration could be found.
    a. Lead in high melting temperature type solders (i.e., tin-lead solder alloys containing more than 85% lead).
    b. Lead in electronic ceramic parts (e.g., piezoelectronic devices).
2. Moisture Sensitivity Level (MSL) – Analysis is based on the components/material used on the board.

C-ROHS HT/TS Substance Concentration

依照中国标准的有毒有害物质信息

根据中华人民共和国信息产业部 (MII) 制定的电子信息产品 (EIP) 标准 - 中华人民共和国《电子信息产品污染控制管理办法》（第 39 号），也称作中国 RoHS，下表列出了 Multi-Tech Systems Inc. 产品中可能含有的有毒物质 (TS) 或有害物质 (HS) 的名称及含量水平方面的信息

成分名称	有害/有毒物质/元素					
	铅 (PB)	汞 (Hg)	镉 (CD)	六价铬 (CR6+)	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
印刷电路板	O	O	O	O	O	O
电阻器	X	O	O	O	O	O
电容器	X	O	O	O	O	O
铁氧体磁环	O	O	O	O	O	O
继电器/光学部件	O	O	O	O	O	O
IC	O	O	O	O	O	O
二极管/晶体管	O	O	O	O	O	O
振荡器和晶振	X	O	O	O	O	O
调节器	O	O	O	O	O	O
电压传感器	O	O	O	O	O	O
变压器	O	O	O	O	O	O
扬声器	O	O	O	O	O	O
连接器	O	O	O	O	O	O
LED	O	O	O	O	O	O
螺丝、螺母以及其它五金件	X	O	O	O	O	O
交流-直流电源	O	O	O	O	O	O
软件/文档 CD	O	O	O	O	O	O
手册和纸页	O	O	O	O	O	O
底盘	O	O	O	O	O	O

X 表示所有使用类似材料的设备中有害/有毒物质的含量水平高于 SJ/Txxx-2006 限量要求。

- O 表示不含该物质或者该物质的含量水平在上述限量要求之内。

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